

# **Greenbelt City Council Work Session**

## **Transit**

*(Transit information from WMATA not yet available, expect on  
Monday, November 28<sup>th</sup>)*

**Wednesday  
November 30, 2016  
7:30 pm**

**Room 201  
Greenbelt Community Center**

**Prince George's County - The Bus  
Complaint Summary  
Greenbelt Routes**



ROUTE	COMPLAINT TYPE	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	SUB TOTAL
<b>11</b>	EARLY				1							1
	POOR CS/RUDE								1			1
	MISSED TRIP						1		1			2
	LATE						1					1
<b>15x</b>	EARLY				1						1	2
	POOR CS/RUDE		1									1
	LATE									1		1
<b>16</b>	SAFETY										1	1
	POOR CS/RUDE							1				2
	MISSED TRIP				2	1						3
<b>TOTAL</b>		0	1	0	4	1	2	1	2	1	3	15

Prince George's County - The Bus  
Service Performance Monitoring  
Greenbelt Routes



Average Weekday Ridership										
Route 11	January	February	March	April	May	June	July	August	September	Average
2015	1339	1694	1758	2472	1614	2462	2409	1373	1509	1848
2016	1307	1241	1520	2130	1136	1436	1394	1580	1665	1490
Percent Change	-2%	-37%	-16%	-16%	-42%	-71%	-73%	13%	9%	-24%
Route 15X	January	February	March	April	May	June	July	August	September	Average
2015	874	1022	1070	1809	1022	1989	2014	1082	1007	1321
2016	869	772	1038	1440	885	1074	974	927	871	983
Percent Change	-1%	-32%	-3%	-26%	-15%	-85%	-107%	-17%	-16%	-34%
Route 16	January	February	March	April	May	June	July	August	September	Average
2015	3971	4430	4281	4582	4294	4580	3975	3817	4261	4243
2016	3571	3276	4201	3833	3628	3555	3185	3940	3949	3682
Percent Change	-11%	-35%	-2%	-20%	-18%	-29%	-25%	3%	-8%	-15%

Note: WMATA's Orange/Silver/Blue Line Segment Shutdown June 18-July 3; Free Shuttle Offered between New Carrollton and Greenbelt

Monthly Ridership										
Route 11	January	February	March	April	May	June	July	August	September	Average
2015	6,697	6,774	8,791	8,833	5,679	7,387	7,227	6,864	6,864	7,235
2016	5,226	6,205	7,601	7,416	8,070	7,179	6,971	7,900	8,326	7,210
Percent Change	-28%	-9%	-16%	-19%	30%	-3%	-4%	13%	18%	0%
Route 15X	January	February	March	April	May	June	July	August	September	Average
2015	4,372	4,087	5,350	5,402	5,110	5,968	6,041	5,409	5,409	5,239
2016	3,475	3,861	5,192	5,427	4,426	5,370	4,868	4,636	4,359	4,624
Percent Change	-26%	-6%	-3%	0%	-15%	-11%	-24%	-17%	-24%	-13%
Route 16	January	February	March	April	May	June	July	August	September	Average
2015	19,855	17,721	21,406	22,623	21,468	22,900	19,877	19,087	19,087	20,447
2016	14,285	16,380	21,007	22,910	18,140	17,777	15,924	19,698	19,747	18,430
Percent Change	-39%	-8%	-2%	1%	-18%	-29%	-25%	3%	3%	-11%

On Time Performance										
Route 11	January	February	March	April	May	June	July	August	September	Average
2015	86%	88%	89%	90%	89%	87%	89%	88%	87%	88%
2016	81%	83%	82%	90%	88%	90%	90%	89%	90%	87%
Percent Change	-6%	-6%	-9%	0%	-1%	3%	1%	1%	3%	-1%
Route 15 X	January	February	March	April	May	June	July	August	September	Average
2015	64%	65%	56%	55%	56%	56%	57%	58%	59%	58%
2016	58%	56%	62%	68%	78%	68%	71%	74%	72%	67%
Percent Change	-10%	-16%	10%	19%	28%	18%	20%	22%	18%	13%

WORK SESSION OF THE GREENBELT CITY COUNCIL held Wednesday, February 3, 2016.

Mayor Jordan started the meeting at 7:02 p.m. The meeting was held in Room 201 of the Greenbelt Community Center.

PRESENT WERE: Council Members Judith F. Davis, Konrad E. Herling, Leta M. Mach, Silke I. Pope, Edward V. J. Putens, Rodney M. Roberts, and Mayor Emmett V. Jordan.

STAFF PRESENT WERE: Michael McLaughlin, City Manager, and Cindy Murray, City Clerk.

ALSO PRESENT WERE: Todd Turner, Council Member – Prince George’s County; David Iannucci, Assistant Deputy Chief Administrative Officer for Economic Development – Prince George’s County; and Garth Beall and Paul Summers, Renard Development.

Executive Session

Ms. Davis moved that Council conduct an Executive Session in accordance with Section 3-305(b)(4) of the General Provisions Article of the Annotated Code of the Public General Laws of Maryland to consider a matter that concerns the proposal for a business to locate in the State. Ms. Pope seconded.

ROLL CALL:	Ms. Davis	-	Yes
	Mr. Herling	-	Yes
	Ms. Mach	-	Yes
	Ms. Pope	-	Yes
	Mr. Putens	-	Yes
	Mr. Roberts	-	No
	Mayor Jordan	-	Yes

Council moved into Executive Session at 7:05 p.m.

Council reconvened to open session at 8:10 p.m.

Transit Meeting

STAFF PRESENT WERE: Terri Hruby, Assistant Director of Planning, and Cindy Murray, City Clerk.

ALSO PRESENT WERE: Ginger Murphy and Julie Hershorn, Washington Metropolitan Area Transit Authority (WMATA); Anthony Foster and GERALYN BRUCE, Prince George’s County Department of Public Works and Transportation (DPW&T); Anna Socrates, Stephen Holland and Suzette Agans, Transit Riders United of Greenbelt (TRU-G); Jim Giese, Greenbelt News Review; and Bill Orleans.

Ms. Bruce provided an overview of the Prince George’s County Department of Public Works and Transportation. She indicated that transit trip planning capability will be available through the County’s website in approximately three (3) months.

Ms. Murphy provided an update on the Washington Metropolitan Area Transit Authority (WMATA). She advised that beginning March 27, 2016, Routes G12, G13, G14 and G16 will be simplified to Routes G12 and G14 and Sunday service will be added to Routes C2, G12 and G14. Ms. Murphy and Ms. Hruby discussed the promotion/advertising of the new service. Ms. Davis suggested providing the information to area churches also for their congregations.

*Ms. Murphy advised that the old red, white and blue design busses are being removed from transit operations as new replacement transit busses arrive. Mr. Roberts asked how the new busses are fueled. Ms. Murphy said about half are fueled with Compressed Natural Gas (CNG) and the other half are fueled with clean diesel or diesel hybrid.*

*Council reviewed the WMATA and County ridership and performance data. They expressed concern regarding the on-time performance of County Routes 11, 16 and 15X. Stephen Holland, Tru-G, said he is a rider on Route 15X and it is nearly always on-time. Suzette Agans, TRU-G, reported that she is rider on Route 11 and said it has been arriving five to ten minutes late since October.*

*Ms. Murphy advised that although overall bus ridership was down 5% in the State and 3% in the County, Greenbelt ridership numbers have been increasing. In response to a request from Ms. Davis, Ms. Murphy said WMATA can provide comparison of ridership information for previous years also when the next meeting is held.*

*There was discussion regarding Customer Feedback, Greenbelt Area Routes. Ms. Mach suggested renaming the "Complaint Category" to "Customer Feedback" since this is the section that includes both complaints and commendations. Ms. Murphy said WMATA takes customer service very seriously and reviewed the steps taken when a complaint is filed against a driver.*

*Mayor Jordan mentioned some concerns with the bus staging areas at Metro. Ms. Murphy said WMATA is looking at possibly restructuring the bus bays with busses sharing bays.*

*Mr. Herling said the City has received complaints from residents regarding speeding busses. Ms. Murphy said WMATA had no record of any complaints regarding speeding busses. She asked that residents notify WMATA of any concerns and provide the date, time, location and bus number if possible.*

*There was discussion regarding bus routes during weather events. Ms. Bruce said TheBus stays only on major thoroughfares during snow events unless a decision is made to discontinue service. Ms. Murphy distributed Metro Bus Snow Detour Maps that are utilized during light and moderate snow events.*

*Mayor Jordan thanked the representatives for attending the work session. He suggested Council meet with WMATA and DPW&T in six months.*

#### *Informational Items*

*Several informational items were discussed.*

*The meeting ended at 10:10 p.m.*

*Respectfully submitted,*

*Cindy Murray  
City Clerk*

# METROBUS SERVICE PERFORMANCE MONITORING FOR GREENBELT

September 2016

Average Weekday Ridership	2nd Quarter			3rd Quarter			4th Quarter			Percent Growth 1Q '16 to 3Q '16
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	
R12	1,122	1,451	1,457	1,560	1,584	1,584	1,495	1,543	1,500	13%
G12	778	1,057	1,070	1,144	1,129	1,100	1,127	1,087	1,095	14%
G13, G14, and G16	1,317	2,559	2,611	2,800	2,779	2,901	2,891	2,845	2,898	33%
C2	2,598	3,535	3,942	4,069	4,252	4,251	3,970	4,011	4,268	22%
C4	5,087	5,705	6,213	6,256	6,297	6,103	5,980	6,100	6,271	8%
<b>Total</b>	<b>10,901</b>	<b>13,428</b>	<b>14,408</b>	<b>14,685</b>	<b>14,911</b>	<b>14,839</b>	<b>14,336</b>	<b>14,498</b>	<b>14,937</b>	<b>13%</b>

Average Saturday Ridership	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Percent Growth 1Q '16 to 3Q '16
R12	441	520	554	672	612	704	615	684	660	29%
G12	357	465	444	568	508	613	538	533	593	31%
G14 and G16	610	868	898	941	948	1,000	906	955	1,040	22%
C2	1,929	2,500	2,550	2,645	2,775	2,841	2,660	3,026	2,988	24%
C4	3,682	4,484	5,143	4,965	4,969	5,504	5,139	5,238	5,247	17%
<b>Total</b>	<b>7,018</b>	<b>8,837</b>	<b>9,588</b>	<b>9,791</b>	<b>9,811</b>	<b>10,661</b>	<b>9,857</b>	<b>10,436</b>	<b>10,528</b>	<b>21%</b>

Average Sunday Ridership	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Percent Growth 1Q '16 to 3Q '16
G12	0	0	40	273	297	298	358	388	384	NA
G14	0	0	58	438	552	592	612	543	645	NA
C2	0	0	66	345	437	426	653	494	596	NA
C4	3,957	5,046	5,231	5,295	5,296	5,742	4,898	5,726	5,631	14%
<b>Total</b>	<b>3,957</b>	<b>5,047</b>	<b>5,394</b>	<b>6,351</b>	<b>6,582</b>	<b>7,057</b>	<b>6,520</b>	<b>7,150</b>	<b>7,256</b>	<b>45%</b>

Monthly Ridership	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Percent Growth 1Q '16 to 3Q '16
R12	24,065	31,104	35,733	36,123	35,705	37,654	32,980	38,220	34,134	16%
G12	16,928	23,035	26,544	27,965	27,530	27,837	27,371	28,684	27,291	25%
G13, G14, and G16	28,731	37,057	43,488	41,225	41,744	45,991	43,484	46,426	45,252	24%
C2	61,231	80,872	101,136	100,046	103,010	106,585	96,620	106,324	104,569	26%
C4	142,421	154,994	184,401	177,388	183,887	179,258	174,675	184,155	180,828	12%
<b>Total</b>	<b>273,376</b>	<b>327,062</b>	<b>391,302</b>	<b>382,747</b>	<b>391,876</b>	<b>397,325</b>	<b>375,130</b>	<b>403,809</b>	<b>392,074</b>	<b>18%</b>

On Time Performance	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Average
R12	88%	86%	87%	86%	85%	87%	87%	87%	84%	86%
G12	91%	92%	93%	92%	91%	92%	93%	92%	92%	92%
G13	86%	88%	90%	NA	NA	NA	NA	NA	NA	88%
G14	85%	87%	88%	89%	90%	89%	90%	89%	89%	88%
G16	85%	86%	86%	NA	NA	NA	NA	NA	NA	85%
C2	73%	74%	77%	77%	75%	75%	76%	76%	73%	75%
C4	68%	73%	76%	70%	72%	69%	71%	71%	67%	71%
<b>Average</b>	<b>82%</b>	<b>84%</b>	<b>85%</b>	<b>83%</b>	<b>83%</b>	<b>82%</b>	<b>83%</b>	<b>83%</b>	<b>81%</b>	<b>84%</b>

Bus to Bus Transfers	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Share
From G12 to G13/14/16	346	514	645	518	550	569	580	637	542	46%
From G13/14/16 to G12	402	532	593	562	620	669	506	679	625	54%
<b>Total</b>	<b>748</b>	<b>1,046</b>	<b>1,238</b>	<b>1,080</b>	<b>1,170</b>	<b>1,238</b>	<b>1,086</b>	<b>1,316</b>	<b>1,167</b>	<b>100%</b>

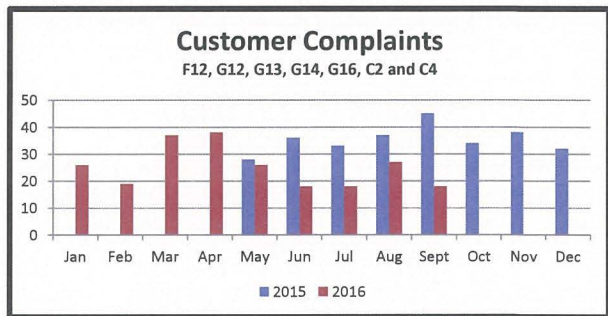
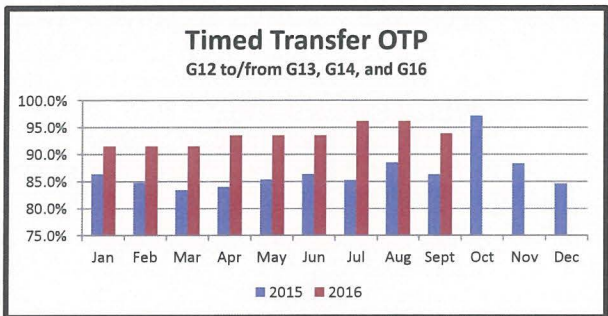
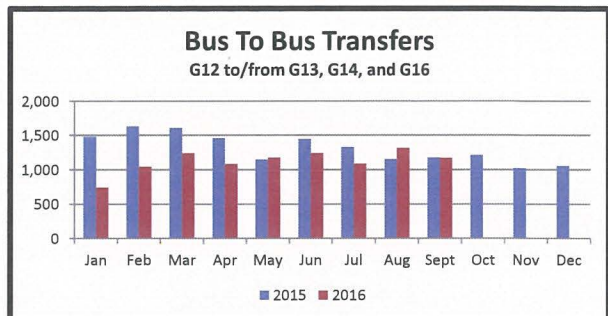
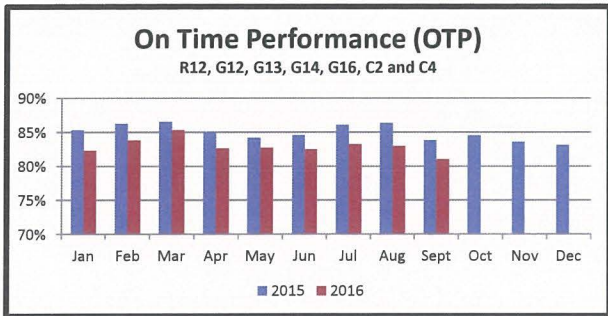
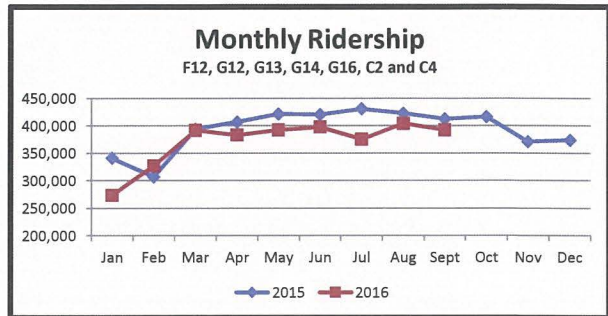
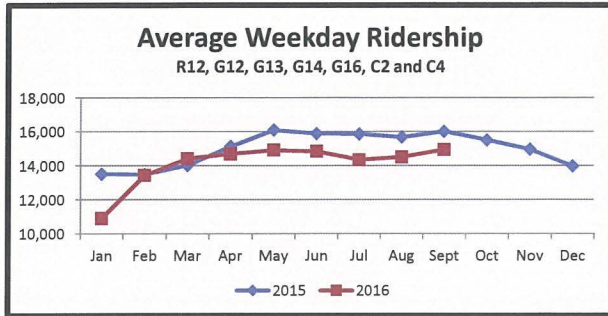
Timed Transfer OTP	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Total
Total Time Points	94	94	94	108	108	108	105	105	82	898
Time Points On Time	86	86	86	101	101	101	101	101	77	840
<b>% On Time</b>	<b>91%</b>	<b>91%</b>	<b>91%</b>	<b>94%</b>	<b>94%</b>	<b>94%</b>	<b>96%</b>	<b>96%</b>	<b>94%</b>	<b>94%</b>

Customer Complaints	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Share
R12	1	2	12	9	2	6	5	8	4	22%
G12	8	3	5	4	3	1	3	5	3	15%
G13	1	1	0	0	0	0	0	0	0	1%
G14	1	3	4	11	6	2	5	5	0	16%
G16	0	0	1	0	0	0	0	0	0	0%
<b>R &amp; G Subtotal</b>	<b>11</b>	<b>9</b>	<b>22</b>	<b>24</b>	<b>11</b>	<b>9</b>	<b>13</b>	<b>18</b>	<b>7</b>	<b>55%</b>
C2	3	3	6	4	6	7	3	3	5	18%
C4	12	7	9	10	9	2	2	6	6	28%
<b>Grand Total</b>	<b>26</b>	<b>19</b>	<b>37</b>	<b>38</b>	<b>26</b>	<b>18</b>	<b>18</b>	<b>27</b>	<b>18</b>	<b>100%</b>



# METROBUS SERVICE PERFORMANCE MONITORING FOR GREENBELT

## September 2016



## Ridership Details, Greenbelt Area Routes

September 2016

Monthly Service Days	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Saturday	5	4	4	5	4	4	5	4	4
Saturday (Supplem)	1	1	0	0	0	0	0	0	0
Sunday	6	4	4	4	6	4	6	4	5
Weekday	19	20	23	21	21	22	20	23	21
<b>Total</b>	<b>31</b>	<b>29</b>	<b>31</b>	<b>30</b>	<b>31</b>	<b>30</b>	<b>31</b>	<b>31</b>	<b>30</b>

Route Alpha	Service Type	1st Quarter			2nd Quarter			3rd Quarter		
		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
C2	Saturday	9,643	9,999	10,199	13,223	11,099	11,362	13,298	12,104	11,952
C2	Saturday Suppleme	2,232	168	NULL	NULL	NULL	NULL	NULL	NULL	NULL
C2	Sunday	NULL	NULL	263	1,380	2,622	1,704	3,915	1,976	2,980
C2	Weekday	49,356	70,705	90,674	85,443	89,289	93,519	79,407	92,244	89,637
C4	Saturday	18,408	17,937	20,573	24,826	19,876	22,016	25,694	20,953	20,989
C4	Saturday Suppleme	3,616	2,777	NULL	NULL	NULL	NULL	NULL	NULL	NULL
C4	Sunday	23,740	20,185	20,922	21,178	31,778	22,967	29,385	22,903	28,153
C4	Weekday	96,657	114,095	142,906	131,384	132,233	134,275	119,596	140,299	131,686
G12	Saturday	1,787	1,859	1,774	2,839	2,033	2,451	2,689	2,131	2,372
G12	Saturday Suppleme	367	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL
G12	Sunday	NULL	29	160	1,093	1,783	1,192	2,145	1,550	1,921
G12	Weekday	14,774	21,147	24,610	24,033	23,714	24,194	22,537	25,003	22,998
G13	Weekday	5,083	8,184	7,322	NULL	NULL	NULL	NULL	NULL	NULL
G14	Saturday	NULL	NULL	NULL	4,706	3,790	4,000	4,528	3,820	4,161
G14	Sunday	NULL	NULL	231	1,753	3,311	2,366	3,672	2,172	3,224
G14	Weekday	17,208	21,845	28,132	34,766	34,643	39,625	35,284	40,434	37,867
G16	Saturday	3,048	3,473	3,593	NULL	NULL	NULL	NULL	NULL	NULL
G16	Saturday Suppleme	655	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL
G16	Weekday	2,737	3,555	4,210	NULL	NULL	NULL	NULL	NULL	NULL
R12	Saturday	2,206	2,080	2,214	3,359	2,447	2,816	3,077	2,737	2,638
R12	Saturday Suppleme	547	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL
R12	Weekday	21,312	29,024	33,519	32,764	33,258	34,838	29,903	35,483	31,496
<b>Sum</b>		<b>273,376</b>	<b>327,062</b>	<b>391,302</b>	<b>382,747</b>	<b>391,876</b>	<b>397,325</b>	<b>375,130</b>	<b>403,809</b>	<b>392,074</b>



## CUSTOMER FEEDBACK, GREENBELT AREA ROUTES

September 2016

COMPLAINT CATEGORY	1st Quarter			2nd Quarter			3rd Quarter			Total	Percent
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16		
NO SHOW	5	4	7	2	1	2	3	6	4	34	15.0%
INADEQUATE SERVICE	0	0	0	0	0	0	0	0	0	0	0.0%
DELAY / LATE	6	1	6	5	3	0	1	3	2	27	11.9%
EARLY	3	2	5	5	4	1	2	4	1	27	11.9%
FAILURE TO SERVICE STOP	4	5	8	11	5	6	5	8	6	58	25.6%
RUDE/DISOURTEOUS	7	4	8	9	8	7	6	3	4	56	24.7%
STOP/SHELTERS	1	1	0	0	0	0	0	0	0	2	0.9%
SAFETY	0	1	0	0	1	1	0	2	0	5	2.2%
UNSAFE OPERATION	0	0	1	0	1	0	1	1	1	5	2.2%
INAPPROPRIATE BEHAVIOR	0	0	0	0	1	0	0	0	0	1	0.4%
FAIL TO FOLLOW SOP	0	1	2	6	2	1	0	0	0	12	5.3%
<b>Total</b>	<b>26</b>	<b>19</b>	<b>37</b>	<b>38</b>	<b>26</b>	<b>18</b>	<b>18</b>	<b>27</b>	<b>18</b>	<b>227</b>	<b>100.0%</b>

COMPLAINT CATEGORY	R12	G12	G14	C2	C4	Total	Percent
NO SHOW	12	9	6	4	2	33	14.7%
INADEQUATE SERVICE	0	0	0	0	0	0	0.0%
DELAY / LATE	3	9	0	4	11	27	12.1%
EARLY	10	8	6	1	1	26	11.6%
FAILURE TO SERVICE STOP	14	5	7	12	19	57	25.4%
RUDE/DISOURTEOUS	8	3	9	14	22	56	25.0%
STOP/SHELTERS	0	0	0	0	2	2	0.9%
SAFETY	1	0	1	0	3	5	2.2%
UNSAFE OPERATION	1	0	1	2	1	5	2.2%
INAPPROPRIATE BEHAVIOR	0	0	1	0	0	1	0.4%
FAIL TO FOLLOW SOP	0	1	6	3	2	12	5.4%
<b>Total</b>	<b>49</b>	<b>35</b>	<b>37</b>	<b>40</b>	<b>63</b>	<b>224</b>	<b>100.0%</b>
<b>Percent</b>	<b>21.9%</b>	<b>15.6%</b>	<b>16.5%</b>	<b>17.9%</b>	<b>28.1%</b>	<b>100.0%</b>	

# SCHEDULE ADHERENCE AT TIMED TRANSFER LOCATION

## September 2016

Month	Route	Direction	Timepoint Stop	Percent of Timepoints		
				Early	On Time	Late
Jan-16	G12	Direction: East	Greenbelt Center	9%	91%	0%
Jan-16	G12	Direction: West	Greenbelt Center	4%	93%	4%
Jan-16	G14	Direction: East	Greenbelt Center	0%	94%	6%
Jan-16	G14	Direction: West	Greenbelt Center	12%	88%	0%
Feb-16	G12	Direction: East	Greenbelt Center	9%	91%	0%
Feb-16	G12	Direction: West	Greenbelt Center	4%	93%	4%
Feb-16	G14	Direction: East	Greenbelt Center	0%	94%	6%
Feb-16	G14	Direction: West	Greenbelt Center	12%	88%	0%
Mar-16	G12	Direction: East	Greenbelt Center	9%	91%	0%
Mar-16	G12	Direction: West	Greenbelt Center	4%	93%	4%
Mar-16	G14	Direction: East	Greenbelt Center	0%	94%	6%
Mar-16	G14	Direction: West	Greenbelt Center	12%	88%	0%
Apr-16	G12	Direction: East	Greenbelt Center	7%	93%	0%
Apr-16	G12	Direction: West	Greenbelt Center	0%	96%	4%
Apr-16	G14	Direction: East	Greenbelt Center	4%	93%	4%
Apr-16	G14	Direction: West	Greenbelt Center	4%	92%	4%
May-16	G12	Direction: East	Greenbelt Center	7%	93%	0%
May-16	G12	Direction: West	Greenbelt Center	0%	96%	4%
May-16	G14	Direction: East	Greenbelt Center	4%	93%	4%
May-16	G14	Direction: West	Greenbelt Center	4%	92%	4%
Jun-16	G12	Direction: East	Greenbelt Center	7%	93%	0%
Jun-16	G12	Direction: West	Greenbelt Center	0%	96%	4%
Jun-16	G14	Direction: East	Greenbelt Center	4%	93%	4%
Jun-16	G14	Direction: West	Greenbelt Center	4%	92%	4%
Jul-16	G12	Direction: East	Greenbelt Center	7%	93%	0%
Jul-16	G12	Direction: West	Greenbelt Center	4%	96%	0%
Jul-16	G14	Direction: East	Greenbelt Center	0%	100%	0%
Jul-16	G14	Direction: West	Greenbelt Center	4%	96%	0%
Aug-16	G12	Direction: East	Greenbelt Center	7%	93%	0%
Aug-16	G12	Direction: West	Greenbelt Center	4%	96%	0%
Aug-16	G14	Direction: East	Greenbelt Center	0%	100%	0%
Aug-16	G14	Direction: West	Greenbelt Center	4%	96%	0%
Sep-16	G12	Direction: East	Greenbelt Center	7%	93%	0%
Sep-16	G12	Direction: West	Greenbelt Center	4%	93%	4%
Sep-16	G14	Direction: East	Greenbelt Center	4%	96%	0%
Sep-16	G14	Direction: West	Greenbelt Center	4%	93%	4%
<b>Total</b>				<b>5%</b>	<b>94%</b>	<b>2%</b>

**Notes:**

1. Ridecheck Plus timed transfer data for Crescent Road & Gardenway stop
2. OTP based on 2 min early / 7 min late parameters
3. NextBus contract with WMATA ended Spring 2016.

**Goals:**

1. Improve OTP at timed transfer location
2. Reduce the percentage of early departures

B30 Monthly Ridership

