

Metrobus

Anacostia-Congress Heights Line Study

A2, 6, 7, 8, 42, 46, 48 ~ A4, 5 ~ A9

DRAFT Project Summary Report

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1.0 Executive Summary

The Washington Metropolitan Area Transit Authority (WMATA), in partnership with the District Department of Transportation (DDOT), has studied ways of improving transit service along four Metrobus lines: the Anacostia-Congress Heights Line (Routes A2/A42, A6/A46, A7 and A8/A48), the Anacostia-Fort Drum Line (Routes A4 and A5), the South Capitol Street Line (Route A9) and the Congress Heights Shuttle Line (Routes M8 and M9). Collectively, these Metrobus lines comprise the Anacostia Priority Corridor, which will be referred to as the “Anacostia-Congress Heights Line.”

The study was the latest in a series of Metrobus priority corridor evaluations in which WMATA and regional transportation agencies restructured some of the highest-ridership lines in the area. Transit service and operations improvements have previously been made to the Georgia Avenue-7th Street (70s) Line, Pennsylvania Avenue/Wisconsin Avenue/Naylor Road (30s) Line, 16th Street (S) Line, Veirs Mill Road (Q2) Line, Leesburg Pike (28) Line, the Benning Road-H Street (X) Line and the U Street-Garfield (90s) Line.

The Anacostia-Congress Heights Line was selected for study because about 14,200 passengers use the line on an average weekday, one of the highest levels of ridership in the Metrobus system. Like several other popular Metrobus lines, the Anacostia-Congress Heights Line has been identified as having reliability issues and related overcrowding problems.

The initial portion of the study began in March 2011 and included a public outreach process, featuring a rider survey, a rider focus group and a series of public meetings. The data gathering for this study also included both initial interviews with Metrobus operators at the Southern Avenue Division garage to gather input as well as subsequent interviews to discuss service proposals. Input received from riders helped to form the conceptual options for study, which were evaluated over the course of several months. The options were refined and commented on by the public and DDOT, the result of which was the set of recommendations that are discussed in this Project Summary Report.

The following is a summary of the recommendations and suggested timeline for implementation as they will be presented to the WMATA Board for approval in 2012:

Initial Phase (2012-2013)

The Initial Phase would include operational improvements such as the increased enforcement of parking restrictions, route-specific training for bus drivers, improved safety and security measures and additional dedicated supervisory staff for Anacostia-Congress Heights Line service.

The most notable service modifications in the Initial Phase would be the restructuring of Metrobus Routes A4 and W5 (formerly the A5), the introduction of Metrobus Route W1 (formerly the M8 and M9) and the introduction of MetroExtra Route A9. Metrobus Route A4 would solely operate between the Anacostia Metrorail station and Fort Drum, while Metrobus Route W5 would operate between the Anacostia Metrorail station and D.C. Village. The new Metrobus Route W1 would enhance and replace the community circulator service currently being offered on Metrobus Routes M8 and M9. The new MetroExtra Route A9 would operate peak period/peak direction limited stop service between the Livingston Loop and McPherson Square in central Washington.

Other changes in the Initial Phase would include improved bus stops and facilities and better information for riders.

Phase Two (2013-2014)

Phase Two would include the significant operational improvement of recalibrating running times on Metrobus Routes A2/A42, A6/A46 and A8/A48, as well as extending the overnight service on these bus routes to McPherson Square from the Archives in central Washington.

The other important service addition in Phase Two would be the new MetroExtra Route A7, which would operate peak period/peak direction limited stop service between the Southern Avenue Metrorail Station and McPherson Square in central Washington.

Phase Three (after 2014)

Phase Three would see the complete implementation of bi-directional peak period service operating every ten minutes on MetroExtra Routes A7 and A9.

Subsequent Phases

Long-range improvements would include further service added to MetroExtra Routes A7 and A9 and the implementation of potential traffic-related improvements (pending additional analysis by DDOT), such as the possibility of future dedicated transit lanes along portions of M Street SE/SW and Martin Luther King, Jr. Avenue SE.

2.0 Introduction to the Anacostia-Congress Heights Line Study

The Washington Metropolitan Area Transit Authority (WMATA), in partnership with the District Department of Transportation (DDOT), has studied ways of improving transit service along four Metrobus lines: the Anacostia-Congress Heights Line (Routes A2/A42, A6/A46, A7 and A8/A48), the Anacostia-Fort Drum Line (Routes A4 and A5), the South Capitol Street Line (Route A9) and the Congress Heights Shuttle Line (Routes M8 and M9). Collectively, these Metrobus lines comprise the Anacostia Priority Corridor, which will be referred to as the “Anacostia-Congress Heights Line.” These existing routes are shown in **Figure 2-1**. This Project Summary Report describes the development and evaluation of service improvement options for the Metrobus Anacostia-Congress Heights Line as well as an overview of the public outreach efforts and the recommended improvements that emerged from the study process.

2.1 Project Purpose

As with other Priority Corridor Studies, the main purpose of this study was to conduct a comprehensive review of methods for improving the performance of transit service along the Anacostia-Congress Heights Line, and to develop an improvement strategy that would include service, operations, and customer information enhancements. Challenges facing the Anacostia-Congress Heights Line included:

- Improving reliability, travel times, and safety/security
- Reducing passenger crowding
- Improving the customer experience
- Updating schedules to sustain good performance and reflect actual travel times
- Providing more “one-seat rides” (i.e., no transfers) into central Washington
- Improving transit services that circulate within the Anacostia area
- Establishing a strategy for implementing recommendations

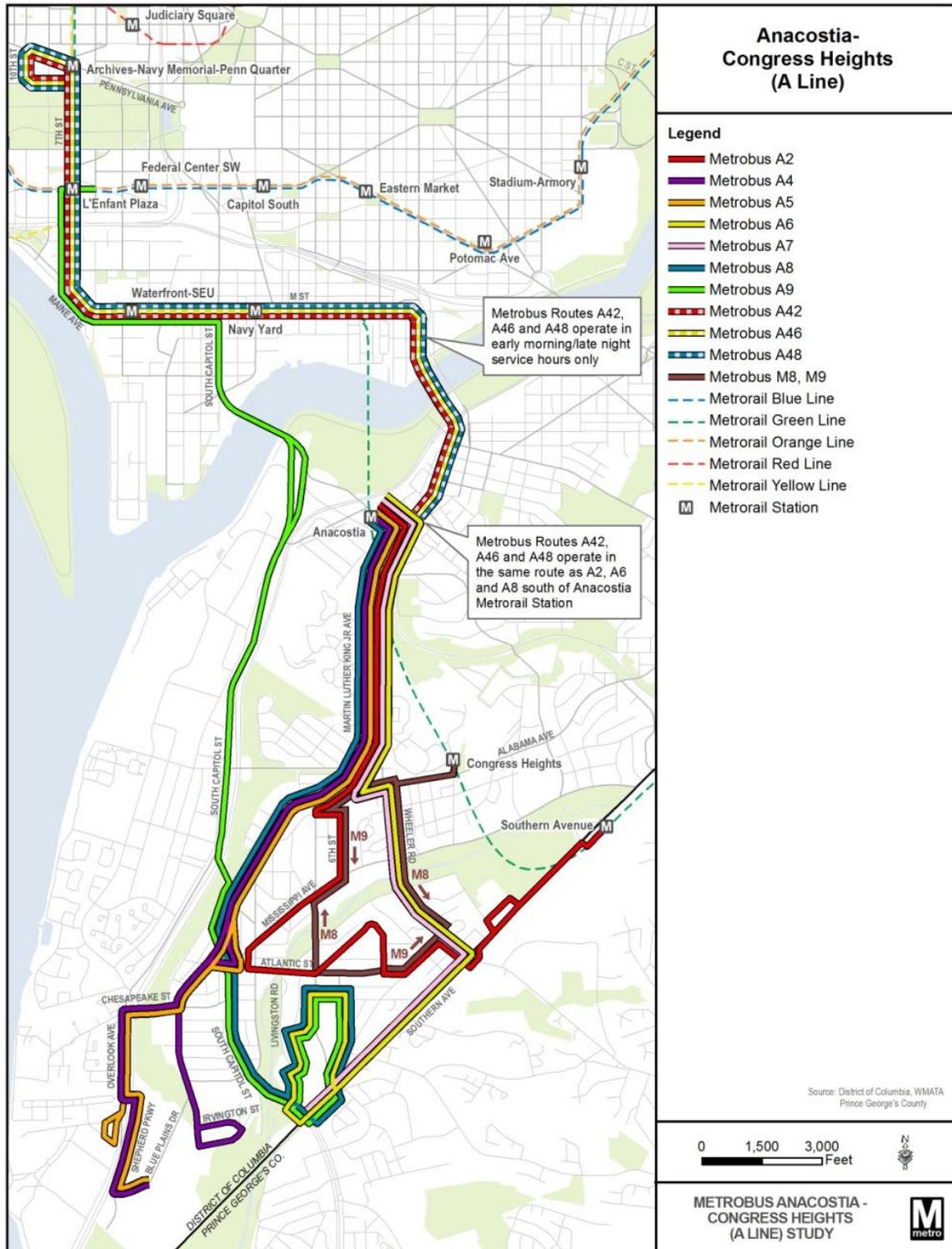
2.2 Planning Process

Similar to prior Priority Corridor studies, the Anacostia-Congress Heights Line study included a coordinated planning effort to link implementation of the proposed service options with the development of community support. This work consisted of:

- Conducting a rider survey to identify deficiencies to be addressed by the study.
- Holding three public meetings, a focus group and outreach with Metrobus operators to develop both public and agency support for enhancing the Anacostia-Congress Heights Line.
- Reviewing existing Anacostia-Congress Heights Line services, operations, and customer information.
- Recommending an integrated set of service, operations, and customer information strategies to respond to consumer needs, minimize costs, and enhance effectiveness and performance of the Anacostia-Congress Heights Line.
- Identifying related enhancements, budgets, and funding needs for:
 - Service and supervision
 - Bus stop locations
 - Customer information
 - Vehicle types and uses
 - Physical improvements to roadways and intersections
 - Traffic management strategies
- Developing a coordinated implementation timetable and strategy with DDOT.
- Requesting funding and WMATA Compact-required approvals.

- Implementing the service and enhancements in coordinated phases to meet project and District transportation deadlines and requirements.

Figure 2-1 – Existing Metrobus Anacostia-Congress Heights Line Service



3.0 Public Involvement and Operator Outreach Process

Public outreach was a significant part of the Anacostia-Congress Heights Line study process. Opportunities for public participation included a rider survey, three public meetings, a focus group, a project website, and other activities.

In addition to obtaining feedback from the public, the study team met at the Southern Avenue Division garage with bus operators on the Anacostia-Congress Heights Line twice during the study process. At the outset of the study the project team solicited their views on problems with the line and collected their ideas on potential ways to solve them. A second meeting was held to discuss service proposals.

3.1 Rider Survey Methodology

Among the first action items of the Anacostia-Congress Heights Line study was the rider survey. The primary purpose of this survey was to hear from riders themselves about the problems they perceive with their route, and to compile suggestions on how to improve service. A secondary purpose was to collect names, addresses, and e-mail addresses of respondents that could be used in mailings announcing public meetings for the study. The rider survey effort was made up of four parts: design, promotion, administration, and tabulation.

Design

The initial step in the Anacostia-Congress Heights Line survey design was to determine what specific information needed to be obtained from riders of the service, and then develop questions that would best obtain that information. Nineteen questions were included, in all, and a space was added at the end where respondents could write in additional comments. There were two ways in which the survey was made available: as a paper survey and as an on-line survey.

For the paper survey, the questions were arranged on a piece of folded cardstock with one panel left open for U.S. Postal Service business reply mail information. An English version of the survey appeared on one side and a Spanish translation was printed on the other. The surveys featured die-cut hooks at the top so they could be hung from handrails attached to the ceilings of buses. The surveys were designed to fit into the “take one” racks of the buses.

The second option for riders wanting to take the survey was on-line at the project website, www.metrobus-studies.com. While the questions on the paper survey were geared toward riders' opinions as they were riding the bus that day, the questions in the on-line version were modified to reflect general impressions about service on the Anacostia-Congress Heights Line.

Promotion

The survey was promoted in two ways. One was with 11" x 17" posters that were placed on Anacostia-Congress Heights Line buses in advance of the survey day. The survey was also promoted through announcements on the project website. On the day of the survey, project team members visited high-ridership stops on the lines to hand out surveys to riders waiting for Anacostia-Congress Heights Line buses. The staff wore large “Metrobus” buttons to identify themselves as part of the project and answered rider questions as necessary.

Administration

The paper survey was administered on Thursday, March 24, 2011, from 6:00AM to 9:00PM. Project team members were stationed at the Anacostia Metrorail station – where almost all Anacostia-Congress Heights Line buses stop – to put posters on buses, hang surveys from overhead rails, place surveys in schedule racks, and affix collection pouches in the front and back of each bus. Surveys were collected from the pouches by project staff whenever a bus arrived in the bus bay at the Anacostia Metrorail station.

Metrobus Anacostia-Congress Heights Line operators and supervisors at Southern Avenue Division were informed of the survey more than a week in advance, and the Division Superintendent was given written instructions about the survey to distribute to her staff. Materials were also brought to Four Mile Run Division for distribution so that riders of Metrobus Route A9 could be included in the survey.

Approximately 3,500 surveys were distributed on the day of the survey. While the paper survey was administered on only one day, the on-line version was available until May 31, 2011.

Tabulation

Project staff retrieved completed surveys from the collection pouches on buses throughout the course of the survey day and from the business reply mail address in the two months following the survey day. Paper surveys were tabulated by the project team with an on-line survey tool called “Survey Monkey”, which also produces graphics and helps analyze the information for the purpose of reporting. Surveys received via the project web page were automatically tabulated via Survey Monkey.

A summary of the rider survey results is presented subsequently. A transcription of open-ended additional comments from the paper survey was presented in an earlier technical memorandum.

As mentioned, the paper version of the Anacostia-Congress Heights Line rider survey was bilingual, with English on one side and a Spanish translation of the same questions on the other. Two of the 549 paper surveys returned (0.3 percent) were completed in Spanish.

For purposes of comparison, a similar study of the Metrobus U Street-Garfield Line took place in 2010. Both the Anacostia-Congress Heights Line and the U Street-Garfield Line corridors serve a large number of riders in the Anacostia and Congress Heights areas of the District. For the U Street-Garfield Line rider survey, a total of 675 paper surveys were received, and 17 replies came via the on-line survey. The U Street-Garfield Line had 126 more paper responses than the Anacostia-Congress Heights Line; however, the Anacostia-Congress Heights Line received 44 on-line responses, 27 more than the U Street-Garfield Line.

3.2 Summary of Results

A total of 593 Anacostia-Congress Heights Line surveys were returned between March 24 and May 31, 2011:

- The majority of responses (549, or 93 percent) were through paper surveys.
- 44 of the responses (7 percent) were received on-line through the project website.
- Of the 549 paper surveys, 195 (36 percent) were received the day of the survey, while 354 (64 percent) were received via mail over the next two months.

- One response was obtained via the project hotline (703-340-3105), from a visually impaired rider.

The following is a list of significant themes learned through the Anacostia-Congress Heights Line rider survey:

- 1) Crowding on buses was identified as a problem on the Anacostia-Congress Heights Line more than any other issue; 62 percent said that having too many passengers on buses is a nuisance, and sometimes a safety issue. (81 percent of respondents also said they found a seat on their Anacostia-Congress Heights Line bus on the day of the survey.)
- 2) The second-biggest problem, according to riders, is reliability; 41 percent of respondents identified “bus arriving according to schedule” as one of their top three complaints.
- 3) The frequency of buses is also a concern for riders; 35 percent of respondents said that Anacostia-Congress Heights Line buses should come more often. Bus bunching was also mentioned by many riders as an issue. Thirty percent said they waited more than 10 minutes for an Anacostia-Congress Heights Line bus on the day of the survey.
- 4) A substantial number of respondents – 33 percent – felt that shelters and benches along the Anacostia-Congress Heights Line should be added or improved. This is a larger number than in previous corridor studies.
- 5) Sixty-two percent of respondents said that they were “somewhat” or “very” concerned about safety and security on Anacostia-Congress Heights Line buses, and 66 percent felt somewhat or very concerned at Anacostia-Congress Heights Line stops.
- 6) Survey respondents had some problems with the condition of vehicles and bus stops on the Anacostia-Congress Heights Line. For “quality of shelters and benches”, the top response was “poor” with 32 percent. Such a response is unusual for a rider survey in the Priority Corridor series. Cleanliness of stops was mostly rated “average”. As for buses, “average” was the top-rated response for cleanliness, comfort, and condition, although “good” and “excellent” usually ranked second and third. Bus operators were regarded more highly by respondents, with about half rating their bus driver as “excellent” and “good” being the second-most common response.
- 7) Fifty-six percent of respondents said that they transferred from another bus route or Metrorail line to one of the Anacostia-Congress Heights Line routes. Forty-nine percent said they planned to transfer from the Anacostia-Congress Heights Line to Metrorail or another bus route. The Anacostia Metrorail station was identified as the primary location where these transfers take place.
- 8) Sixty-four percent said that they use NextBus “occasionally” or “frequently”.
- 9) Forty-five percent of Anacostia-Congress Heights Line riders surveyed said they would use a limited stop service if one were available; 47 percent said they would prefer more local bus service in the corridor. Only 20 percent said they would use a streetcar if it were available in the corridor.
- 10) In response to the question “What factors affected your trip on this bus today?” the top answer, with 43 percent, was “No problems encountered.” Of those who did experience a

problem on the Anacostia-Congress Heights Line on the day of the survey, 31 percent said the bus was too crowded, 25 percent waited too long for the bus, 14 percent said it took too long to load or unload the bus, and 14 percent said there are too many stops along their route.

11) Employees of the Naval Research Lab represented a large majority of on-line survey responses.

3.3 Public Meetings

A series of public meetings was held as part of the public outreach process for the Anacostia-Congress Heights Line study. The goal of the first meeting was to provide a forum for riders of the Anacostia-Congress Heights Line who may have missed the opportunity to take the rider survey, and to speak individually with participants who would give in-depth perspectives and identify problems being experienced on Anacostia-Congress Heights Line buses. The goal of the second meeting was to present several improvement concepts and gauge public reaction to them, so that some alternatives could be refined and others eliminated. Finally, the goal of the final public meeting was to present the preliminary recommendations for the Anacostia-Congress Heights Line study to the public.

Format

For public meetings in the past, a half-hour “open house” was followed by a short presentation, and then a breakout discussion session. For the Anacostia-Congress Heights Line public meetings, the study team tried a new format with the goal of attracting more participants and facilitating candid, individual conversations between riders and project staff.

The public meetings began at 5:00PM and ended at 7:30PM. The entire 2.5-hour span was “open house” format, meaning no presentation was given and no discussion groups were formed. A registration table was set up and display boards and a factsheet were provided as usual; however, participants were encouraged to peruse the boards, speak with project team members, and write down comments, questions, and suggestions on flip charts and table maps provided around the auditorium.

This fluid format enabled participants to stay only as long as their time would allow; the absence of a set agenda enabled Anacostia-Congress Heights Line riders to participate for as little as a few minutes or as long as the entire meeting depending on their availability. In addition, the 5:00PM start time – earlier than usual – made it possible for participants to stop in on their way home from work with minimal disruption to their evening.

Promotion

The public meetings were promoted in several ways:

- 11” x 17” posters were placed by Southern Avenue Division staff on Anacostia-Congress Heights Line buses about a week before each meeting.
- Several of the same posters were sent to Savoy Elementary School, and placed in the shelters at the Anacostia Metrorail station.
- An invitation flier was sent to approximately 300 people who included their name and address on their completed rider survey.
- An e-mail broadcast was sent to approximately 200 people who included their e-mail address on their completed rider survey.

- The project website was updated to show the date, time, and location for each public meeting.
- WMATA's website announced each public meeting.
- A press release announcing each public meeting was sent by WMATA to its list of media contacts.
- About 800 fliers announcing each meeting were passed out to riders waiting for Anacostia-Congress Heights Line buses at the Anacostia Metrorail station during the afternoon peak period on two days before the meetings.

3.4 First Public Meeting: Problem Identification

The first public meeting held on May 10, 2011 at Savoy Elementary School on Shannon Place in Southeast Washington. The location was chosen for its proximity, across Howard Road from the Anacostia Metrorail station – where most Anacostia-Congress Heights Line riders board, alight, or transfer. Twenty-six participants signed-in at the meeting. As previously mentioned, the goal of the meeting was to provide a forum for riders who may have missed the opportunity to take the rider survey, and to speak individually with participants who would give in-depth perspectives on problems being experienced on buses.

The following is a summary of some of the key issues that were voiced by participants; the full list of rider comments was presented in an earlier technical memorandum:

- **Buses become very crowded** – Anacostia-Congress Heights Line buses are often crowded and are usually standing room only during peak periods.
- **Buses are often behind schedule** – Traffic delays, illegal parking, and slow passenger boarding and alighting often make the buses run behind schedule. Waits can be very long and buses often arrive in bunches.

Several participants noted that the NextBus sign at the Anacostia Metrorail station would indicate that the next bus was due to depart, but that they would see it continuing to take layover instead.

- **Security** – An increased security presence is needed along the Anacostia-Congress Heights Line. Security is an issue on buses, and rowdy kids were specifically cited. Many riders also stated that drivers needed to do a better job of enforcing Metrobus rules.
- **Shelters and stops** – Better maintenance of stops and shelters is needed, especially of those at the Anacostia Metrorail station. Stops and shelters should be better lit. Larger or additional shelters are needed along the route.
- **Naval Research Laboratory** – Better service is needed to the Naval Research Laboratory (NRL), as travel times between the NRL and the Anacostia Metrorail station can be lengthy.
- **Connections/Service to central Washington** – Riders asked if it was possible to better time the connections between the Anacostia-Congress Heights Line and the Metrorail Green Line, or if it would be possible to provide “one seat rides” into central Washington, especially in light of the higher Metrorail fare.

3.5 Focus Group

A focus group was conducted on May 26th, 2011 from 6:00PM to 7:30PM at the Petey Greene Community Center, near the intersection of Martin Luther King, Jr. Avenue SE and Malcolm X Avenue SE in Congress Heights. Nine riders of the Anacostia-Congress Heights Line – all women – participated in the focus group.

Format

The purpose of the focus group was to explore issues about the service and operation of the Anacostia-Congress Heights Line with regular riders in a more thorough fashion than is normally possible with other outreach tools. A member of the project team prompted the group with questions that were approved in advance by WMATA and DDOT. Another member of the team recorded the group's responses to the questions, as well as questions the focus group members had. Other project staff stood by and participated when asked to clarify something about the operation of the Anacostia-Congress Heights Line. Sandwiches and refreshments were provided to the focus group by the project team.

Promotion

No promotion was needed for the focus group. Rather, the final question of the Anacostia-Congress Heights Line rider survey was "Would you like to participate in a focus group for this study?" Of the more than 500 responses received, 99 checked "yes" and provided contact information. An e-mail was sent to the 99 respondents, and of these nine confirmed that they would like to participate and were given the date, time, and location of the focus group.

Results

The questions asked and prompts used by the facilitator of the focus group were described in detail in a previous technical memorandum. The questions related to both the current Anacostia-Congress Heights Line service as well as the possible service modifications.

The following is a summary of recurring views expressed by participants at the Metrobus Anacostia-Congress Heights Line Study focus group:

- 1) Riders of the Anacostia-Congress Heights Line expressed dissatisfaction over adherence to the schedule, saying that buses often bunch up and become spaced apart too far, leading to unreliability and crowding.
- 2) Slow travel times were also cited as an issue for many participants who felt that heavy traffic and other factors made their Anacostia-Congress Heights Line trips longer than they should be.
- 3) Support was generally given to the idea of a limited stop route, as long as it wouldn't supplant local service. Most participants added that such a service should cross the Anacostia River to L'Enfant Plaza or Downtown, with some specifically mentioning Farragut Square or the K Street area, but also said that a local service would be good for that purpose as well.
- 4) Some riders asked if it would be possible for Anacostia-Congress Heights Line routes to terminate at the Congress Heights Metrorail Station rather than Anacostia. When probed, these comments revealed a desire to have more effective transit circulation within the

community and not solely between the community and other parts of the region. For example, participants noted the desire to be able to reach the shopping opportunities along Alabama Avenue SE from locations west of South Capitol Street.

- 5) It was suggested that the study address future transit needs as a result of planned redevelopment at St. Elizabeth's Hospital and other locations in the corridor.
- 6) Although the rider survey indicated that most Anacostia-Congress Heights Line riders are satisfied with their bus operators, many participants at the focus group questioned whether the operators and supervisors do all they can to enforce Metrobus rules on-board and ensure that the Anacostia-Congress Heights Line routes run as smoothly as they should.
- 7) Many participants complained of poor bus stop conditions and a lack of shelters.
- 8) Safety and security on buses and at bus stops was a problem that participants would like Metro to address – more so at the focus group than at the public meeting.
- 9) Other repeated concerns included increasing the space between bus stops; timing bus-rail connections better; enforcing no-parking regulations along the routes and at Metro stations; and finding ways to speed up the fare payment process.

3.6 Second Public Meeting: Improvement Concepts

The second public meeting was held to present various improvement concepts to the public and receive feedback. This public meeting took place on July 6th, 2011 at Savoy Elementary School in Southeast DC. This meeting was held from 5:00PM to 7:30PM, and was attended by 24 participants. The following is a summary of the comments received at the second public meeting; the full list of rider comments was presented in an earlier technical memorandum:

- **Questions regarding running time recalibration** – Several participants wanted the details of running time recalibration explained more fully; the concern was that without additional funding (and thus the maintenance of currently scheduled headways) there would be more crowding.
- **Concerns regarding fares** – Most participants wanted it clarified that the fare structure would be the same on any proposed limited stop service as it is on the current local bus routes.
- **Enthusiasm for the proposed limited stop services** – Participants have seen it work elsewhere in the District and would like it for the Anacostia-Congress Heights Line; the ability to operate to central Washington was viewed as a great “plus”, as was the simple fact that limited stop service would provide more options. Several participants felt that any limited stop service needed to serve the Livingston Loop.
- **Support for better service to the Naval Research Laboratory** – Many participants were enthused by the various proposals for improving service to the Naval Research Laboratory. There was specific support for the options that operated via South Capitol

Street and avoided the perceived congestion issues along Martin Luther King, Jr. Avenue SE.

- **Need for better driver engagement** – Participants approved of plans to train drivers on how to better enforce Metrobus rules and on how to deal with rowdy students and other unruly passengers; however, many participants indicated that the planned automated announcements and publicity campaign would likely not alter many people’s behavior.
- **Support for restructuring of A4 and A5** – Participants felt that the plans to restructure the A4 and A5 made sense, and there was a general acceptance of the notion. However, most participants felt the A5 should always operate bi-directionally on one street, instead of possibly operating in one direction on one street and in another direction in the other, depending on time of day.
- **Physical and facility improvements** – There was no opposition to signal priority or re-timing, intersection improvements, or enforcement of parking restrictions. There was also widespread support for enhancements to bus stops, schedules, and maps. However, some participants thought that dedicated transit lanes on Martin Luther King, Jr. Avenue SE may cause concern with merchants in the area.

3.7 Third Public Meeting: Draft Recommendations

At the third and final public meeting for this study, the project team presented draft recommendations that were identified based on analyses of existing transit service deficiencies and feedback from the previous public meetings. The third public meeting was held on Thursday, September 15th, 2011, at the Petey Greene Community Center in Congress Heights. The meeting was held from 5:30PM to 8:00PM. A total of 22 participants attended this meeting.

With very few exceptions, participants at the meetings were generally in favor of the recommended improvements. The following summarizes the comments received from meeting attendees; the full list of rider comments was presented in an earlier technical memorandum:

- **Support for the proposed Metrobus Route W1** – There was widespread support for this proposed “neighborhood circulator” route that would replace the Metrobus Routes M8 and M9. Participants were enthused about being able to accomplish most of their shopping within an easy “one seat ride” bus trip.
- **Enthusiasm for the proposed Metrobus Route W5** – Participants – particularly those who work at the Naval Research Laboratory – were especially enthused and supportive of the proposed Metrobus Route W5. Some participants noted that perhaps the peak period frequency and span of service of the proposed Metrobus Route W5 could be revisited in the near future if the route should prove to be very popular.
- **Mixed reaction to Livingston Loop proposal** – Several participants thought it would be highly unlikely that the proposal to remove parking along the Livingston Loop (i.e., so that buses could more easily maneuver around the loop) would be accepted by the community.

- **Expansion of Passes** – Although unrelated to solely the Anacostia-Congress Heights Line, several participants voiced the desire for WMATA to expand its passes so that family passes could be made available on the SmarTrip card.
- **Discipline of Students** – Another matter unrelated solely to the Anacostia-Congress Heights Line was that several participants felt that one method of disciplining unruly students that should be considered was confiscating their student SmarTrip cards.

3.8 Metrobus Operator Outreach

As part of the data gathering and outreach for this study, input from Metrobus operators who drive buses on the Anacostia-Congress Heights Line was also gathered.

Drivers at the Southern Avenue Division garage were interviewed twice; the first meeting took place on March 29th, 2011. The purpose of this interview session was to solicit from drivers their views on traffic and bus stop issues, as well as any ideas they may have for improvements to the Anacostia-Congress Heights Line.

The second meeting took place on July 19th, 2011. The purpose of this second interview session was to solicit from drivers their reactions and opinions on the proposed service recommendations being considered for the Anacostia-Congress Heights Line.

The full list of operator comments was presented in an earlier technical memorandum.

4.0 Recommended Improvements

4.1 Running Time Calibration

As a foundation for all other recommendations to be developed as part of this study, the running times (by both time of day and direction of service) on the Anacostia-Congress Heights Line need to be determined accurately. In this way, any future service proposals will be developed utilizing the appropriate running times and will therefore more accurately reflect vehicle needs and operating costs. The more accurate running times will also allow for an increased level of reliability along the Anacostia-Congress Heights Line, help reduce bunching and thus also help alleviate overcrowding.

A “cost neutral” option would result in headways along the Anacostia-Congress Heights Line being lengthened by approximately 15 percent; widened headways (i.e., reduced frequencies of service) would result in continued overcrowding along the Anacostia-Congress Heights Line. It is assumed that the current level of service on the Anacostia-Congress Heights Line should not be significantly reduced, especially given the customer input regarding overcrowding. Therefore, this running time recalibration assumes that the frequencies of service along the Anacostia-Congress Heights Line are maintained as they are currently.

Table 4-1 – Running Time Calibration

Potential Service Approach	Advantages	Disadvantages	Purpose
Running time calibration	<p>Provides current and accurate data regarding route running times</p> <p>Allows for the accurate development of new route proposals and reliable running times on existing services</p>	<p>“Resetting” running time by adding time will be costly</p> <p>Results in less service only if cost neutrality is maintained</p>	Addresses need to accurately reflect current route running times

- Preliminary Annual Cost Estimate:** If the Metrobus routes that are subsequently proposed to be modified in some manner are excluded from the running time calibration, the estimated additional annual cost of this service approach – now limited to Metrobus Routes A2/A42, A6/A46 and A8/A48 – would be approximately \$943,218. This represents an approximate 12 percent increase in the annual operating cost of (and annual vehicle hours assigned to) Metrobus Routes A2/A42, A6/A46 and A8/A48.

4.2 Operations Improvements

Dedicated / Enhanced Supervision

Additional street supervision is needed to better manage the line. Increased supervision will allow the line to flow more smoothly and help alleviate issues such as any bus bunching that may occur. It is recommended that two additional Full Time Equivalent (FTE) supervisor positions be dedicated to the Anacostia-Congress Heights Line services. The division of the two FTE supervisors' time would be as follows: ½ FTE supervisor during the weekday afternoon peak periods in downtown Washington (as will be described subsequently, some of the options being considered extend Anacostia-Congress Heights Line service to downtown Washington); ½ FTE supervisor during each the weekday morning and afternoon peak periods at the Anacostia Metrorail station; and ½ FTE supervisor during the weekend, likely to be placed at the Anacostia Metrorail station. These supervisors should have a direct line of communication with the Bus Command Center (or, alternatively, with the Priority Corridor Network Command Center being considered for development) and have the ability to possibly "roam" along the line, as needed.

Supervisor Playbook and Training – A Supervisor Playbook and additional training should address the issues that may occur while the bus is in operation. The playbook and training would help line supervisors address issues such as bus bunching, blocked lines due to severe traffic congestion or planned events, extreme crowding, and blocked bus stops. Training for situational responses would inform line supervisors of strategies to mitigate these types of issues.

Line-Specific Bus Operator Training – In prior corridors, drivers have specifically mentioned a desire for line-specific training, allowing them to become more familiar with the route as well as connecting bus and rail services and major destinations served by all routes on the Anacostia-Congress Heights Line. This training should also address any recommended changes to the route, so that operators are better prepared to respond to questions from riders. Such training should include:

- Information about major transit trip destinations along the route, and tourist destinations along the route;
- Transfer points for connecting bus routes and rail lines and major destinations served by those routes;
- Recommended route structure for the Anacostia-Congress Heights Line including terminal points, headways, days of service, and span of service;
- Methods for operators to provide improved customer service.

Such training would encourage drivers to be better-informed and able to answer riders' questions about how best to reach their destinations, as well as clear, up-to-date information about changes to the Anacostia-Congress Heights Line. They may also help promote destinations and attractions located along the line.

Table 4-2 – Dedicated/Enhanced Supervision

Potential Service Approach	Advantages	Disadvantages	Purpose
Dedicated/enhanced supervision	Improved route reliability Reduced crowding	Cost Staffing	Would improve reliability by allowing supervisors to more effectively manage the line
Line-specific bus operator training	Improved customer service	Cost (Nominal)	Would improve the rider experience on the line

- **Preliminary Annual Cost Estimate:** The annual estimated cost of two dedicated FTE supervisors for the Anacostia-Congress Heights Line would be approximately \$160,000.

4.3 Proposed Service Modification Options

Restructuring of Metrobus Routes A4 and A5 – This option is proposed to simplify the service patterns on the Anacostia-Fort Drum Line (i.e., Metrobus Routes A4 and A5), while also providing enhanced service to the D.C. Village/Blue Plains Waste Treatment Plant branch, which also serves the Naval Research Laboratory as well as the Potomac Job Corps.

The first element of this proposal is to simplify Metrobus Route A4. This new Metrobus Route A4 service would solely operate to and from Fort Drum, as shown in **Figure 4-1**. It would retain the current headway and span of service of Metrobus Route A4.

Figure 4-1 – Proposed Metrobus Route A4



The next element of this proposal is to operate a restructured Metrobus Route A5. This route would operate throughout the same span of service as Metrobus Route A4 does currently; service would be provided hourly, with weekday peak period service being provided every half hour in both directions of service. This route would always serve the Blue Plains Waste Treatment Plant/D.C. Village branch.

Although a version of a restructured Metrobus Route A5 along Martin Luther King, Jr. Avenue SE/SW was considered, it was determined that a route via South Capitol Street would be more useful from a route and network planning perspective, especially given the possible future development along the west side of South Capitol Street on the Bolling Air Force Base site.

Therefore, the option for a restructured Metrobus Route A5, shown in Figure 4-2, would have all Metrobus Route A5 service operate via South Capitol Street. All Metrobus Route A5 service would terminate at D.C. Village and operate via the Blue Plains Waste Treatment Plant in both directions of service. Furthermore, as this bus route would no longer serve the Martin Luther King, Jr. Avenue SE/SW corridor, it would be renamed as "Metrobus Route W5". It should be noted that the service roadway near the west side of the former St. Elizabeth's Hospital campus must be completed for the proposed Metrobus Route W5 to be able to serve the gate located there; otherwise, the proposed bus route will continue to serve South Capitol Street but not be able to access the St. Elizabeth's Hospital campus.

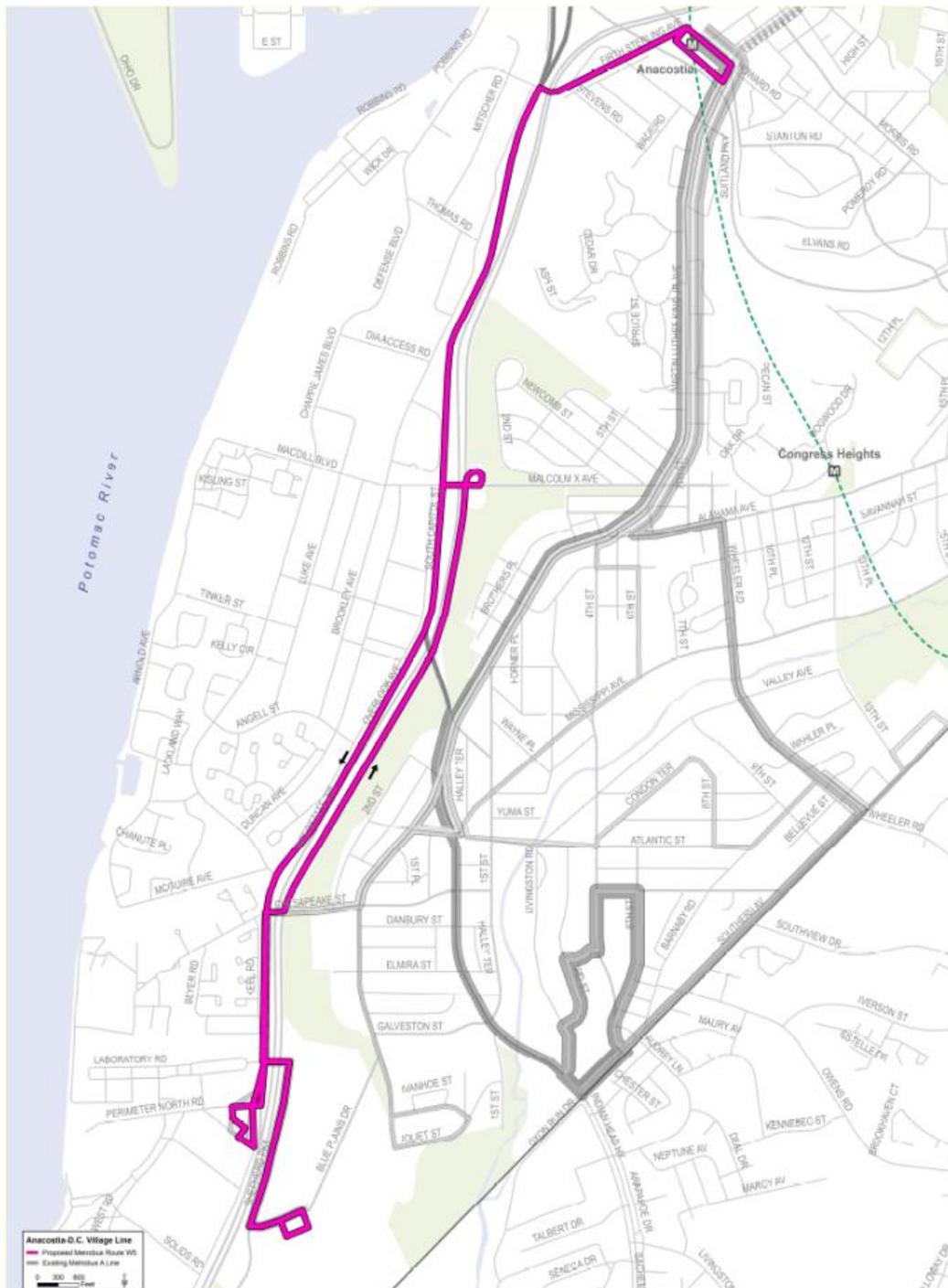
The advantage to this option is that travel time to and from the Blue Plains Waste Treatment Plant/D.C. Village branch (which also serves the Naval Research Laboratory and the Potomac Job Corps) is minimized; the disadvantage is that there would be less service along Martin Luther King, Jr. Avenue SE/SW – where there is currently more ridership.

This service option was well-received by the potential Naval Research Laboratory ridership. Another advantage to this option is that it would serve any planned new developments along the west side of South Capitol Street on the Bolling Air Force base site, as well as the Potomac Job Corps, the new Coast Guard headquarters on the West Campus of St. Elizabeth's Hospital and the Naval District Washington Anacostia Annex at Firth Sterling.

The project study team also contacted the Potomac Job Corps, who are located at the southern end of the proposed Metrobus Route W5 in the D.C. Village area. The proposed new service would serve the Potomac Job Corps well, as their main concern regarded the travel time to and from the Anacostia Metrorail station; with the proposed Metrobus Route W5 not needing to travel via Fort Drum, the Potomac Job Corps would enjoy faster and more reliable service to and from Anacostia. In addition, given that there are dormitories on site, the proposal to operate Metrobus Route W5 on weekends is also necessary, so as to provide mobility throughout the week to the Potomac Job Corps.

Finally, it should also be noted that variations of this route proposal can be pursued in the future where service operates in one direction via South Capitol Street as Metrobus Route W5 but in the other direction via Martin Luther King, Jr. Avenue SE as Metrobus Route A4. As the peak direction of travel for the proposed Metrobus Route W5 is opposite the peak direction of travel on Metrobus Route A4, then the vehicle can be utilized to provide service in the direction and corridor that is most in need of capacity at that time.

Figure 4-2 – Proposed Metrobus Route W5 via South Capitol Street



It may also be possible to significantly reduce the potential operating cost of the proposed Metrobus Route W5 service in the future. Once the new Shepherd Parkway Bus Division opens, it may be possible to utilize the “garage shuttle” connecting the facility (located along the D.C. Village branch) with the Anacostia Metrorail station. Although these shuttle services are typically only utilized by Metrobus operating staff, it may be possible to utilize this resource as a revenue service open to the general public, and thus help reduce the operating cost of this option.

- Preliminary Annual Cost Estimate:** The estimated additional annual cost of restructuring Metrobus Routes A4 and W5 (i.e., the renamed A5), as well as recalibrating their running times, would be approximately \$295,283. This is an 11.6 percent increase over the current annual operating cost of Metrobus Routes A4 and A5.

However, if the entire cost of the proposed Metrobus Route W5 were instead to be allocated to modified “garage shuttle” trips serving the Shepherd Parkway Bus Division, then the estimated annual cost of operating the restructured Metrobus Routes A4 and W5 (i.e., the renamed A5), as well as recalibrating their running times, would be approximately \$1,816,361. This represents a 28 percent *decrease* (i.e., a savings in terms of the Anacostia-Congress Heights Line) from the current annual operating cost of Metrobus Routes A4 and A5.

Naval Research Laboratory Considerations – As can be seen in the discussion above, the Naval Research Laboratory (NRL) may be provided with faster service to and from the Anacostia Metrorail station via the proposed restructuring of Metrobus Routes A4 and W5 (i.e., the renamed A5).

Additional weekday peak period trips to serve the NRL are also recommended – especially once the new Shepherd Parkway Bus Division opens at D.C. Village. Additional peak period trips could be accommodated by placing “deadhead” (i.e., non-revenue) trips of some Maryland services (likely the P-series or W-series) into revenue service between downtown Washington and the Shepherd Parkway Bus Division. These trips could serve the NRL and have the additional advantage of allowing for NRL riders to access the L’Enfant Plaza Metrorail station as well as the Virginia Railway Express station at L’Enfant (in addition to the improved access to the Anacostia Metrorail station proposed as part of this study).

Table 4-3 – Restructuring of Metrobus Routes A4 and A5

Potential Service Approach	Advantages	Disadvantages	Purpose
Operate Metrobus Route A4 only between Anacostia Metrorail station and Fort Drum	<ul style="list-style-type: none"> Improves reliability Reduces travel time on A4 Decreases route complexity 	<ul style="list-style-type: none"> Removes service from D.C. Village Requires a transfer for riders between D.C. Village and Fort Drum 	Simplifies Metrobus service
Operate Metrobus Route W5 (former A5) only between Anacostia Metrorail station and D.C. Village (via Blue Plains in both directions) via South Capitol Street	<ul style="list-style-type: none"> Improves reliability Reduces travel time To/From D.C. Village/Blue Plains Branch (which also serves Naval Research Laboratory) Serves developments on Bolling Air Force Base site 	<ul style="list-style-type: none"> Reduces Service Along Martin Luther King, Jr. Avenue SE Requires additional operating costs Requires a transfer for riders between D.C. Village and Fort Drum 	Provides faster trip times to/from the D.C. Village/Blue Plains branch, which serves the Naval Research Laboratory

Limited Stop Services – MetroExtra Routes A7 and A9

One service option which has proven successful in other priority corridors has been the development of limited stop services. These are now being branded as “MetroExtra” services in other corridors. These services make fewer stops along the bus route and therefore travel time is reduced in the

corridor; stops are therefore “limited” to transfer points with other transit services and major traffic generators.

For the Anacostia-Congress Heights Line, the option that has been developed involves taking two of the existing bus routes and modifying them for limited stop bus service, as follows:

Limited Stop Service on MetroExtra Routes A7 and A9 – With this option, both Metrobus Routes A7 and A9 would be modified and converted to limited stop bus routes (i.e., “MetroExtra Route A7” and “MetroExtra Route A9”), with extensions further north into downtown Washington.

MetroExtra Route A7, shown in **Figure 4-3**, would be a limited stop bus route and operate between the Southern Avenue Metrorail station and McPherson Square in downtown Washington.

MetroExtra Route A9, shown in **Figure 4-4**, would also be a limited stop bus route and be shifted from the South Capitol Street corridor onto the Martin Luther King, Jr. Avenue SE/SW corridor; service along South Capitol Street would still be provided utilizing the proposed modifications to Metrobus Route A5 that create the new Metrobus Route W5. MetroExtra Route A9 would also be extended from its current terminal at L’Enfant Plaza to McPherson Square in downtown Washington. One additional option would be to retain the existing L’Enfant Plaza terminal.

Both proposed MetroExtra routes would provide service to future developments on the East and West Campuses of the St. Elizabeth’s Hospital site.

Figure 4-3 – Proposed MetroExtra Route A7

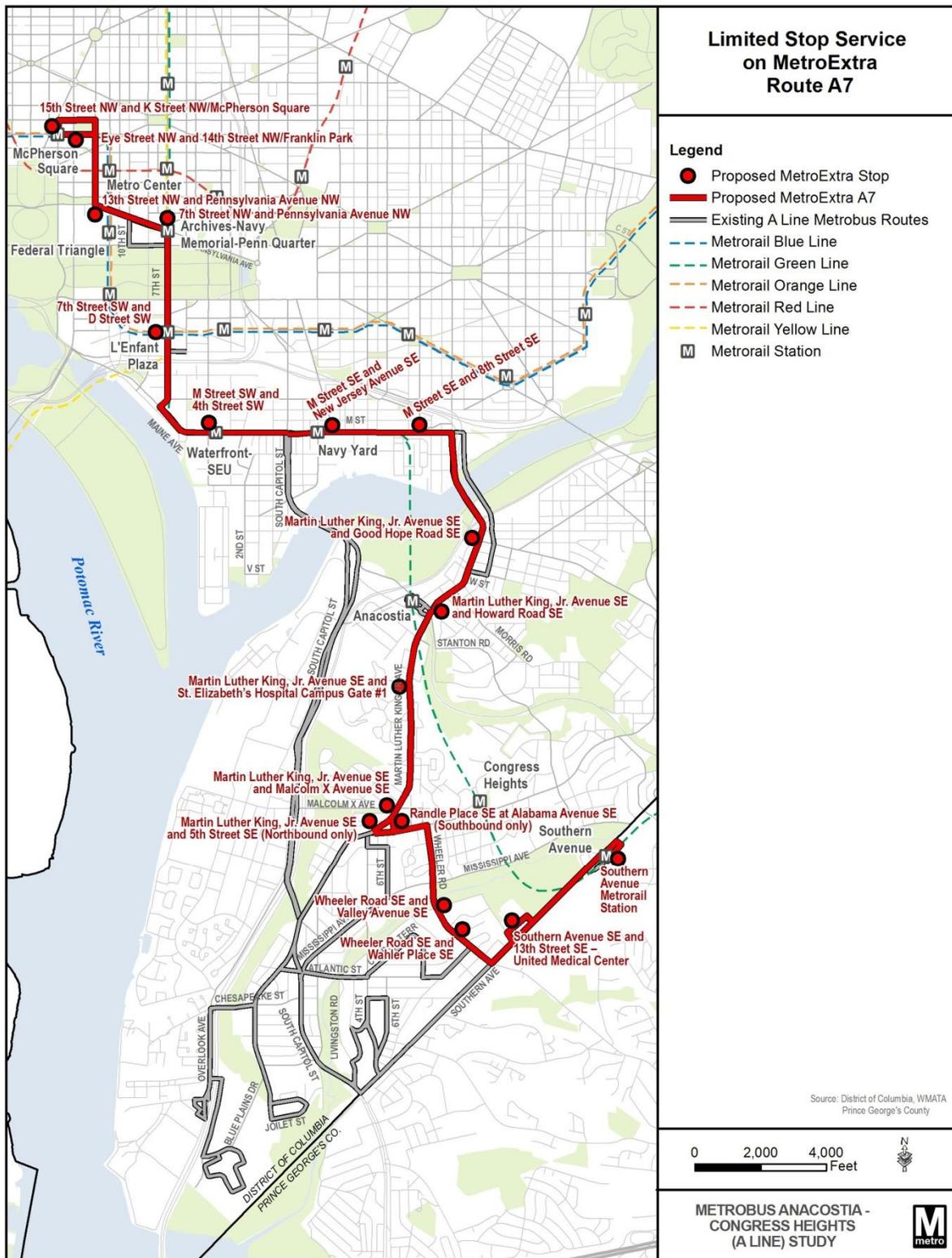
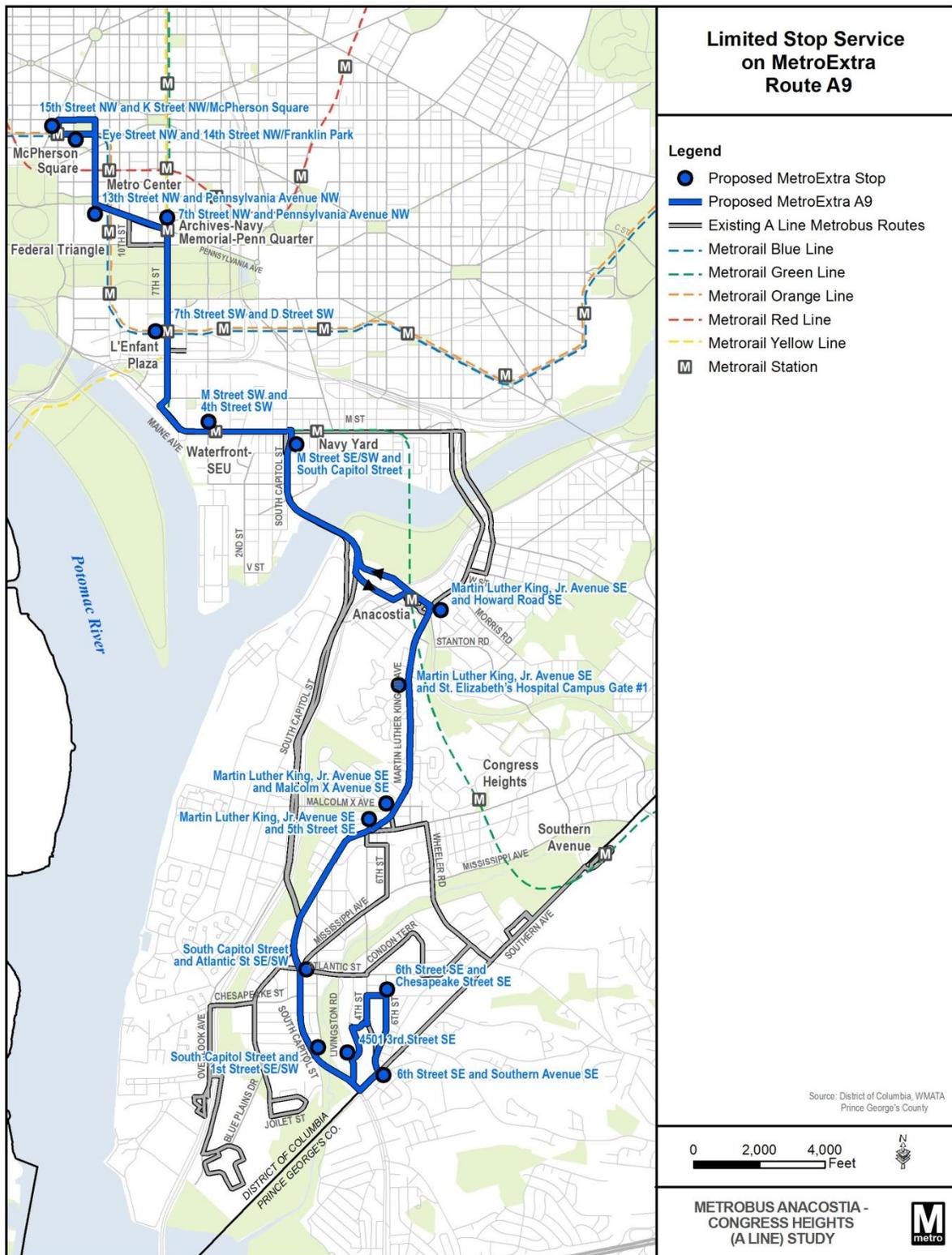


Figure 4-4 – Proposed MetroExtra Route A9



The proposed bus stops for MetroExtra Route A7 would be as follows (bus stops would be located in both directions of service unless indicated otherwise):

1. Southern Avenue Metrorail Station
2. Southern Avenue SE and 13th Street SE – United Medical Center
3. Wheeler Road SE and Wahler Place SE
4. Wheeler Road SE and Valley Avenue SE
5. Martin Luther King, Jr. Avenue SE and 5th Street SE (*Northbound Only*)
6. Randle Place SE at Alabama Avenue SE (*Southbound Only*)
7. Martin Luther King, Jr. Avenue SE and Malcolm X Avenue SE
8. Martin Luther King, Jr. Avenue SE and St. Elizabeth's Hospital Campus Gate #1
9. Martin Luther King, Jr. Avenue SE at Howard Road SE – Anacostia Metrorail Station
10. Martin Luther King, Jr. Avenue SE and Good Hope Road SE
11. M Street SE and 8th Street SE
12. M Street SE and New Jersey Avenue SE – Navy Yard Metrorail Station
13. M Street SW and 4th Street SW – Waterfront-SEU Metrorail Station
14. 7th Street SW and D Street SW – L'Enfant Plaza Metrorail/Virginia Railway Express Station
15. 7th Street NW and Pennsylvania Avenue NW – Archives-Navy Memorial-Penn Quarter Metrorail Station
16. 13th Street NW and Pennsylvania Avenue NW
17. Eye Street NW and 14th Street NW/Franklin Park – McPherson Square Metrorail Station
18. 15th Street NW and K Street NW/McPherson Square – McPherson Square Metrorail Station

The proposed bus stops for MetroExtra Route A9 would be as follows (bus stops would be located in both directions of service unless indicated otherwise):

1. 6th Street SE and Southern Avenue SE
2. 6th Street SE and Chesapeake Street SE
3. 4501 3rd Street SE
4. South Capitol Street and 1st Street SE/SW
5. South Capitol Street and Atlantic Avenue SE/SW
6. Martin Luther King, Jr. Avenue SE and 5th Street SE
7. Martin Luther King, Jr. Avenue SE and Malcolm X Avenue SE
8. Martin Luther King, Jr. Avenue SE and St. Elizabeth's Hospital Campus Gate #1
9. Martin Luther King, Jr. Avenue SE at Howard Road SE – Anacostia Metrorail Station
10. M Street SE/SW and South Capitol Street
11. M Street SW and 4th Street SW – Waterfront-SEU Metrorail Station
12. 7th Street SW and D Street SW – L'Enfant Plaza Metrorail/Virginia Railway Express Station
13. 7th Street NW and Pennsylvania Avenue NW – Archives-Navy Memorial-Penn Quarter Metrorail Station
14. 13th Street NW and Pennsylvania Avenue NW
15. Eye Street NW and 14th Street NW/Franklin Park – McPherson Square Metrorail Station
16. 15th Street NW and K Street NW/McPherson Square – McPherson Square Metrorail Station

The limited stop services both extend across the Anacostia River to serve downtown Washington. The time savings associated with implementing limited stop services would not be as significant should the routes remain east of the river; by providing a one-seat ride across the Anacostia River, the proposed limited stop services will more effectively reduce travel times for potential passengers and make the services more attractive. In addition, during the public outreach process, it was determined that the community would prefer to see limited stop services cross the Anacostia River.

It should be noted that the routes presented here for limited stop service do not serve the off-street bus bays at the Anacostia Metrorail station; rather, they serve the Anacostia Metrorail station – as well as the connecting Metrobus routes at that facility – via Martin Luther King, Jr. Avenue SE at Howard Road SE, which is an “on street” alternative that minimizes running time.

The advantages to this proposal are that the limited stop services would not only enhance route capacity, but would also reduce travel times for passengers able to utilize the bus stops that would be served by the limited stop service. The primary disadvantages are that in latter phases this proposal would likely incur additional operating costs, and there would be some reduction in service at local-only bus stops (although this would be offset by the additional capacity made available on the local buses by riders diverting to the MetroExtra services).

Implementation Phasing – It should be kept in mind that the implementation of MetroExtra services would likely be completed in stages, first with peak period/peak direction service, then peak period bi-directional service, and progressing finally to all day service seven days a week (phasing is discussed in greater detail subsequently).

In this way, the current resources utilized on Metrobus Routes A7 and A9 would be converted to MetroExtra services in the earlier phases of implementation. In latter phases, additional resources would need to be added in order to expand service.

In addition, it may be desirable to implement only one of the new MetroExtra services at first (i.e., prior to the opening of the new facilities on the St. Elizabeth's Hospital Campus), and then implement the other service once the new federal facilities are open. In this way, the advantages of MetroExtra service would be more immediately seen east of the Anacostia River.

For the purposes of cost estimation, we will assume the initial service will consist of MetroExtra Route A9 operating every 15 minutes utilizing the current span of service of Metrobus Route A9 in the peak direction only (i.e., inbound to central Washington in the morning, and outbound from central Washington in the afternoon). In latter phases, both MetroExtra A7 and MetroExtra A9 routes would provide bi-directional service every ten minutes during the weekday peak periods.

- **Preliminary Annual Cost Estimate:** The estimated additional annual cost of operating the MetroExtra Route A9 limited stop service every 15 minutes in the peak direction during the same span of service as the existing Metrobus Route A9 would be approximately \$649,538. This represents a 98.6 percent increase over the current annual operating cost of Metrobus Route A9.

The estimated additional annual cost of operating bi-directional limited stop service on MetroExtra Route A7 and MetroExtra Route A9 every ten minutes during the weekday peak periods would be approximately \$4,353,432. This is almost a 448 percent increase over the current annual operating cost of Metrobus Routes A7 and A9.

Nomenclature and Branding – In terms of route nomenclature, Metrobus Route A9 would now be identified as “MetroExtra Route A9” in the recommendation described above. Similarly, Metrobus Route A7 would become “MetroExtra Route A7”. They would utilize standard 40 foot transit buses that would be “branded” as MetroExtra services.

These proposed MetroExtra services should be consistently branded with other MetroExtra services, including not only the vehicle paint scheme, but also shelter design, flags/bus stop signs, timetables, et cetera in order to make the public aware of the new services.

The “MetroExtra” branding is the most recently adopted nomenclature for all of the limited stop services and should serve to differentiate these services from local bus routes as well as from closed-door premium-fare express services that connect suburban locations with downtown Washington.

Table 4-4 – Limited Stop Services

Potential Service Approach	Advantages	Disadvantages	Purpose
Modify stopping patterns/add frequency via “MetroExtra Route A7” and “MetroExtra Route A9” limited stop service	<p>Quicker trips for riders at selected stops</p> <p>Increased service frequency for riders at selected stops</p> <p>Increased available capacity</p> <p>Serves McPherson Square in central Washington</p>	<p>Possible additional operating costs in latter phases</p> <p>Not all stops served – not all riders benefit from improved travel times/frequency as less service at local-only bus stops</p> <p>Serves Anacostia Metrorail station on-street</p>	<p>Provides faster travel times to/from central Washington and Anacostia area as part of the Priority Corridor network</p>
Branding of services	<p>Creates an identity for new or enhanced services</p>	<p>Reduces fleet flexibility</p> <p>Requires procurement/painting of buses</p>	<p>Makes new and enhanced services easily identifiable to the riding public</p>

Add Service Frequency on Other Anacostia-Congress Heights Line Routes

In addition to Metrobus Routes A7 and A9, which are proposed for conversion to limited stop services, the Anacostia-Congress Heights Line also consists of Metrobus Routes A2/A42, A6/A46 and A8/A48. Consideration was given to increasing the frequency of service along these routes.

However, at this time, it is assumed that the recalibrated running times on these routes will allow for a more reliable service, and that during the weekday peak periods the proposed MetroExtra services will help alleviate extreme crowding situations. For example, in the peak direction during the weekday peak periods, approximately seven additional buses per hour will serve the busiest bus stops (i.e., the limited stop bus stops) along both the Martin Luther King, Jr. Avenue SE and Wheeler Road SE corridors once both proposed MetroExtra routes are operated bi-directionally every ten minutes.

Future Service Modifications on Connecting Routes

The Anacostia-Congress Heights Line connects with several other Metrobus, Metrorail and D.C. Circulator transit services. As these services are modified in the near future, the manner in which they

impact the service on the Anacostia-Congress Heights Line will need to be considered. This is especially pertinent with regards to proposed extensions of the D.C. Circulator transit service.

Other Anacostia-Congress Heights Line Issues

Saint Elizabeth’s Hospital Campus – Federal government shuttles will not be serving areas beyond the front gates; Metro is presently communicating with the federal government to illustrate that current Metrobus service has the necessary capacity to serve their facility and will meet their travel needs with relatively little adjustment. This would be more cost effective for the federal government than operating or contracting for new shuttle bus services. It should also be noted that the various Anacostia-Congress Heights Line Metrobus services described in this report would serve the Saint Elizabeth’s Hospital Campus from both the Martin Luther King, Jr. Avenue SE and South Capitol Street corridors.

Service to Congress Heights/Alabama Avenue Shopping Areas – An important issue for residents of the corridor served by the Anacostia-Congress Heights Line is service to the shopping areas along Alabama Avenue as well as generally improved circulation in Southeast and Southwest Washington.

One possibility that can be considered is the reorganization of Metrobus Routes M8 and M9 (i.e., the Congress Heights Shuttle Line) into a new route shown in **Figure 4-5**. This new route would be called Metrobus Route W1 – and known as the Bellevue-Shipleigh Terrace Line. It would operate between Bellevue/Fort Drum and the Southern Avenue Metrorail station via the Congress Heights Metrorail station, and would also serve The Shops at Park Place (where Giant Food is located), the Town Hall Education Arts Recreation Campus (THEARC) and is within one block of the Southeast Tennis and Learning Center.

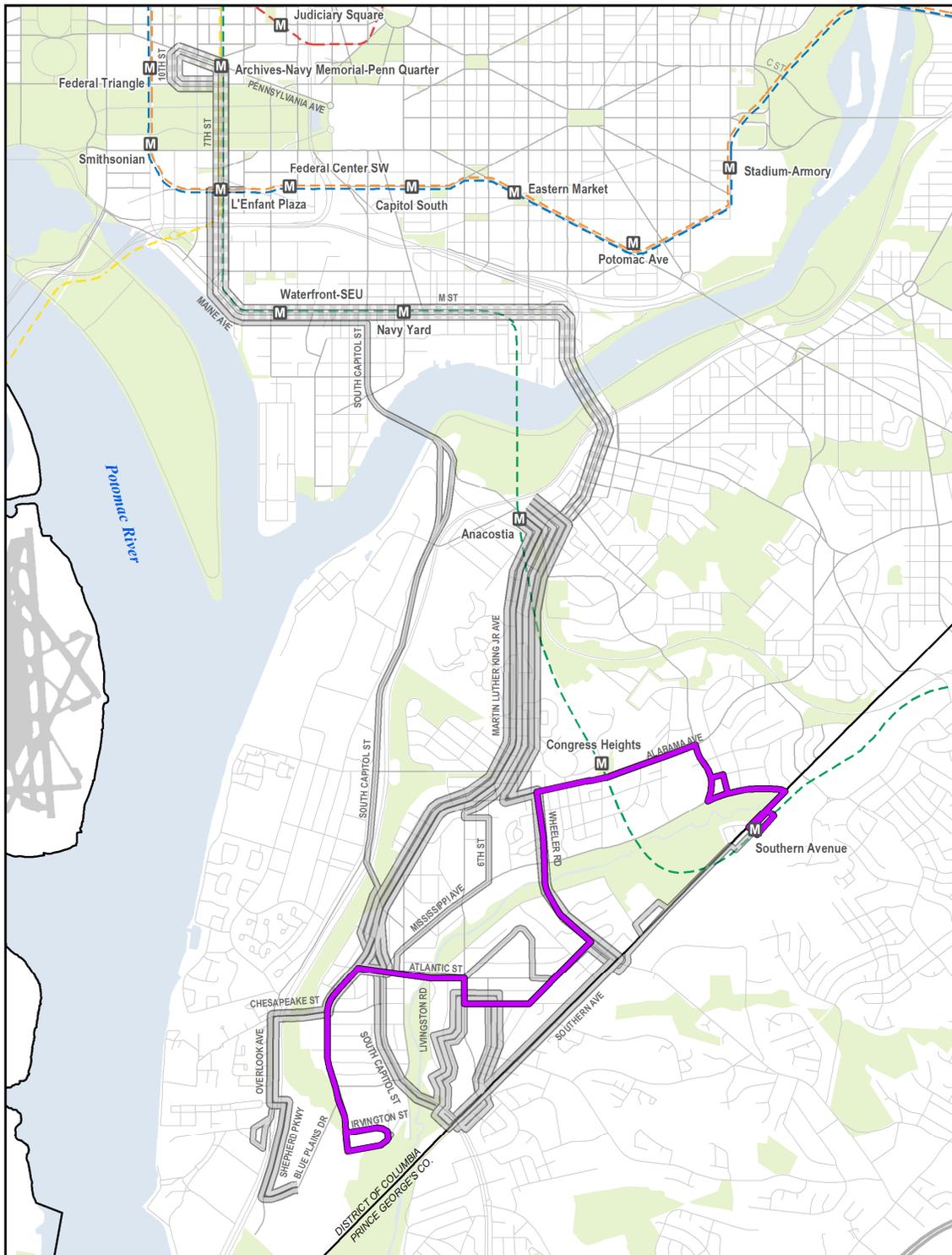
Metrobus Route W1 would operate every 20 minutes during peak periods and midday periods and every 30 minutes on evenings and during weekends. The span of service would be 7 days a week from 6:00AM until 12:00AM. This span and frequency of service makes the proposed Bellevue-Shipleigh Terrace Line significantly more useful than the Congress Heights Shuttle Line it replaces.

- **Preliminary Annual Cost Estimate:** The estimated additional annual cost of operating new Metrobus Route W1 (i.e., the modified Metrobus Routes M8 and M9) would be approximately \$980,499. This represents a 122 percent increase over the current annual operating cost of Metrobus Routes M8 and M9.

Table 4-5 – New Metrobus Route W1

Potential Service Approach	Advantages	Disadvantages	Purpose
New Metrobus Route W1	Provides improved circulation within Southeast and Southwest Washington Responds to public input	Additional operating costs	Provides connection between retail and other opportunities in Southeast and Southwest Washington

Figure 4-5 – Proposed Metrobus Route W1 – Bellevue-Shipley Terrace Line



Service During Hours of Metrorail Closure – So that all service on the Anacostia-Congress Heights Line is consistent, overnight service (i.e., service provided by Metrobus Routes A42, A46 and A48) will also be extended to McPherson Square, as shown **Figure 4-6**. This extension will be provided in a cost neutral manner, after running time has been recalibrated.

Figure 4-6 – Proposed Service During Hours of Metrorail Closure



Table 4-6 – Proposed Service During Hours of Metrorail Closure

Potential Service Approach	Advantages	Disadvantages	Purpose
Extend service during hours of Metrorail closure	Serves McPherson Square in Central Washington Decreases service complexity	Additional operating costs	Provides consistent central Washington route alignment for all A Line services

4.4 Recommended Facilities Improvements

Improved Bus Stops and Facilities – Improvements to bus facilities include new shelters with benches and lighting. In the future, WMATA will resume the installation and activation of NextBus arrival displays. New shelters will be installed at most stops that currently have a shelter by the District Department of Transportation's (DDOT's) ongoing repair and replacement program. During the phased implementation of the Anacostia-Congress Heights Line recommendations, project staff will work to expedite the replacement of shelters along the corridor. Particular attention will be given to the bus shelters at the Anacostia Metrorail station, as these were mentioned during the public outreach process as being in poor condition and in need of replacement.

Time spent at the bus stop constitutes the first and last experience each rider has with the transit service each time they ride the bus. This means that the customer experience at the bus stop is critical.

The following recommendations cover bus stops and related facilities:

- **Improved Shelters** – Bus stops should be well lit as well as clearly marked with a sign indicating the system name/logo, routes stopping there, and a number to call for information. The branding of the proposed MetroExtra Route A7 and A9 services should also be incorporated into the shelter design and flags at bus stops. Schedule and fare information should be posted at each bus stop, and maps should be provided at all bus stops with shelters. Shelters as well as benches and trash receptacles should be provided at all stops for the recommended MetroExtra Routes A7 and A9, as well as at the busier local stops along the route. Emergency call boxes are also recommended at stops along the route, particularly in high-crime areas. Additional amenities may include newspaper boxes and improved lighting.

Currently the D.C. Shelter Replacement Program, led by DDOT and paid for by Clear Channel in exchange for advertising rights, is in the process of replacing all 700 bus shelters within the District of Columbia. This is underway in order to enhance the customer experience while waiting for buses and to provide weather protection and improved comfort and convenience. The new shelters will be constructed of aluminum and glass and include weather protection, enhanced lighting, and advertising space. Updated maps and schedules should be displayed in every bus shelter, and it is recommended that NextBus arrival displays be installed as well, particularly at proposed MetroExtra Routes A7 and A9 stops. Shelters located at high-volume stops and major transfer locations should also include maps and information about connecting services.

There are 16 Anacostia-Congress Heights Line bus stops that have more than 100 boarding passengers per day but which do not have a passenger waiting shelter. These should be prioritized for a passenger waiting shelter; they are:

DIRECTION	ON STREET	AT STREET
NB	3 rd Street SE	# 4501
NB	South Capitol Street	Atlantic Street SE/SW
NB	Southern Avenue SE/SW	South Capitol Street
NB	Southern Avenue SE	Southview Drive SE
NB	Wheeler Road SE	Barnaby Terrace SE
NB	Martin Luther King, Jr. Avenue SE	Lebaum Street SE
SB	Martin Luther King, Jr. Avenue SE	Sumner Road SE
NB	Martin Luther King, Jr. Avenue SE	Milwaukee Place SE
NB	Southern Avenue SE	Chesapeake Street SE
SB	Randle Place SE	Alabama Avenue SE
NB	Wheeler Road SE	Valley Avenue SE
SB	6 th Street SE	Chesapeake Street SE
SB	Martin Luther King, Jr. Avenue SE	Pomeroy Road SE
SB	Martin Luther King, Jr. Avenue SE	Milwaukee Place SE
NB	6 th Street SE	Mississippi Avenue SE
NB	South Capitol Street	Forrester Street SE/SW

- **Fare Payment** – There are continued issues with the ability to “reload” SmarTrip cards in the Anacostia-Congress Heights Line’s service area. At the present time, there are very few opportunities to find retail outlets in the neighborhood where SmarTrip cards can be reloaded (and these options will not likely increase). Therefore, consideration should be given to:
 - Lengthening the hours of the customer service/Metro Sales windows at the Anacostia Metrorail station from 7:30AM to 6:30PM on weekdays; Saturday hours should be provided between 9:00AM and 1:00PM. This will require two full time equivalent (FTE) sales staff members per year. This will also have the effect of adding staff to the customer service/Metro Sales windows at the Anacostia Metrorail station on the first of every month, when queues are longest. The cost of this modification would not be attributed to the Anacostia-Congress Heights Line, as it is an enhancement that would benefit all of the Metro services at the Anacostia Metrorail station and not solely the Anacostia-Congress Heights Line.
 - Enhancing signage at the Anacostia Metrorail station so that bus riders know that Metrocard/SmarTrip card vending machines are located at the Mezzanine Level, on the Bus Bay Exit side – meaning that they would not need to use any elevators or escalators.
 - Continuing to pursue retailers to host SmarTrip card fare loading.

4.5 Recommended Customer Information Improvements

One topic brought up by passengers and stakeholders has been the need for improved customer information. Enhanced customer information includes updated and improved schedules at stops and, eventually, real-time NextBus arrival information at all major stops.

Providing accurate, up-to-date, accessible information regarding transit service is critical to maintaining ridership and customer satisfaction. Ensuring that current and potential riders have access to route and schedule information means that transit riders are better able to make informed choices about how to best reach their destinations, likely travel times, and when to expect vehicles to arrive at their stops.

Route and schedule information should be provided at bus stops, bus and rail stations, on-board vehicles, by telephone, on the Internet, on real time bus arrival displays, and in messages, posters, and announcements. This section further elaborates on information that can and/or should be provided in each of these locations.

Updated Schedules and Maps

Bus Stops – Up-to-date, accurate schedules should be posted for each line serving the stop, ensuring that any new services are included. Schedules should be easy to read and visible, with key information high-lighted or bolded. Any damaged or missing information cases should be promptly replaced. Proper signage ensures that passengers and potential passengers know where stops are, what routes serve each stop, and when the bus is scheduled to depart. Providing schedule information at each stop makes riding the bus easier for passengers and encourages more people to do so; however, illegible or out-of-date schedules can cause confusion among passengers and promote dissatisfaction with the bus service. WMATA has indicated that – unlike recent years – the agency is now fully staffed with personnel responsible for these functions.

Since not all riders would immediately be familiar with service changes along the route, flags should be updated to show all routes serving each stop and new, branded flags added at MetroExtra Route A7 and A9 stops. Maps should also be displayed at each bus shelter, and should highlight all routes serving the Anacostia-Congress Heights Line as well as all connecting routes.

Metrorail/Metrobus Stations – Similar to bus stops, Metrorail and Metrobus stations should include clear signage denoting the system name and logo, routes serving the station, and a number to call for information. Stations should also include schedule and fare information for all routes serving them as well as visible, easy to read maps of the system and the immediate neighborhood. In addition, take-home copies of schedules and maps should be provided whenever possible and should be maintained with up-to-date schedules for all routes serving the area, system maps, SmarTrip Card information, and schedules for popular connecting routes.

New Timetable Organization – The timetables for the current Anacostia-Congress Heights Line services should be presented as follows:

Route	Line/Service
A2/A42	Anacostia-Congress Heights Line Service to/from Southern Avenue Metrorail Station
A4 and A5	Anacostia-Fort Drum Line
A6/A46 and A7	Anacostia-Congress Heights Line Service via Wheeler Road SE
A8/A48	Anacostia-Congress Heights Line Service via South Capitol Street
A9	South Capitol Street Line
M8 and M9	Congress Heights Shuttle Line

The overnight variations of the routes should be presented on the same timetable as the base variation, and no separate timetables should be issued for weekdays and weekends. This increases (i.e., from five to six) the number of timetables printed for these services; however, the new presentation would be less confusing for passengers.

After all of the MetroExtra services are implemented, and the other proposed service modifications are implemented, the Anacostia-Congress Heights Line timetables would be presented as follows:

Route	Line/Service
A2/A42	Anacostia-Congress Heights Line Service to/from Southern Avenue Metrorail Station
A4	Anacostia-Fort Drum Line
A6/A46	Anacostia-Congress Heights Line Service via Wheeler Road SE
MetroExtra Route A7	NEW Limited Stop Service via Wheeler Road SE
A8/A48	Anacostia-Congress Heights Line Service via South Capitol Street
MetroExtra Route A9	NEW Limited Stop Service via South Capitol Street
W1	NEW Bellevue-ShIPLEY Terrace Line
W5	NEW Anacostia-D.C. Village Line

NextBus Displays – NextBus displays at stops provide real time information regarding actual departure times for the next bus along a route. Such displays are popular with passengers, as they specify how long one will have to wait at a stop, reducing uncertainty and confusion when a vehicle does not arrive on schedule. These displays should be provided at stops with high activity, such as those serving limited stop services, and should indicate what time the next bus will arrive and what route(s) the vehicle(s) will be serving. Additionally, this information should be available via telephone and the internet for passengers who are not at a stop with a NextBus display.

Marketing the New Services – A multimedia marketing effort to inform the public about the improvements is also recommended. This should include the development and distribution of information and materials that:

- Describe changes to the existing Anacostia-Congress Heights Line services;
- Describe new services (such as the MetroExtra Routes A7 and A9);
- Advertise potential benefits for the typical rider;
- Provide details on how to get more information.

The campaign would allow for regular bus riders to be fully informed about upcoming changes to their bus services, such as new routes and changes in service hours and schedules, and how these changes will potentially improve the overall customer experience. Additionally, the campaign would encourage those who either do not regularly use transit or who used to use transit to try the new, improved system.

4.6 Safety and Security

People are more likely to ride the bus when they feel safe doing so. The following strategies will help enhance safety and security at bus stops and on vehicles in order to maintain a safe, secure environment for passengers.

Safety and Security at Bus Stops – As bus stops and shelters are improved and replaced, special attention should go to ensuring that they are well lit and visible in order to promote a more secure environment. Additionally, emergency call boxes should be placed at specific stops along the route.

Safety and Security on Buses – Several measures to improve safety and security while on the bus are recommended, including the following:

- **Education Campaign** – Many times passengers fail to move to the rear of the bus in order to exit through the rear doors, or parents do not fold up the stroller and leave their child in it, or people do not relinquish the priority seating for the senior citizens and disabled. Finally, in many cases minors are simply loud and ignore Metro's rules on eating and drinking. Consideration should be given to the following:
 - Greater use of automated announcements so that drivers do not feel that they are constantly being forced to monitor and control passenger behavior;
 - Reallocation of existing resources so that more uniformed officers regularly patrol the Metrobus system;
 - Development of a brochure – specific to the Anacostia-Congress Heights Line – to outline how adherence to these policies and practices makes for an easier and more pleasant bus ride;
 - Development of advertising cards for use on the Anacostia-Congress Heights Line buses serving the same purpose as the aforementioned brochures.
- **Enhanced Bus Operator Training** – Added training for bus drivers to help enforce rules and to address potential conflicts before they become problems. Safety training to include increased awareness of bicyclists and pedestrians.

Other driver and passenger safety strategies have been implemented around the industry; some of these are summarized in the accompanying table.

Table 4-7 – Examples of Driver and Passenger Safety Strategies

Strategy Type	Strategy	Used By
Technological	On-board cameras	San Francisco MUNI
Officers	Concentrate patrols on routes with high number of incidents	Dallas DART
	Uniformed officers at busy locations/strong and visible police presence	Orange County OCTA Philadelphia SEPTA Chicago CTA
	Anti-vandalism task force	Cleveland RTA
	Weekly truancy sweeps	Miami Metro-Dade
Community Outreach	Interaction with schools/board of education	Pittsburgh PAT
Other	Operator gang/violence awareness training	Pittsburgh PAT
	Revocation of riding privileges	Charlotte CAT

Source: TCRP Synthesis 21

Table 4-8 – Various Improvements

Potential Service Approach	Advantages	Disadvantages	Purpose
New passenger waiting shelters	Provides shelter at busy bus stops	Reallocation of existing costs in the franchise shelter program	Allows busiest stops to all have appropriate waiting shelters
Longer hours at Anacostia Metrorail Station Sales Center	Allows more riders to buy SmartTrip cards off board	Cost – to be borne by system and not attributable to any single line	By allowing off board purchases, reduces dwell time along routes
Updated schedules and maps (including reorganization of timetables)	Improvement to customer service Reduces route complexity	Cost	Enhances the rider experience
Consistent customer information aboard buses	Improvement to customer service	Cost Requires replenishment of route information on a regular basis	Enhances the rider experience
Customer information from the internet and telephone	Improvement to customer service	Cost	Enhances the rider experience
NextBus displays	Improvement to customer service	Cost	Enhances the rider experience
Marketing of services	Educates the public regarding new services	Cost	Enhances the rider experience
Improved bus stops (including shelters at the Anacostia Metrorail station)	Improvement to customer service	Cost	Enhances the rider experience
Safety and security aboard buses	Improves safety and security	Cost	Enhances rider safety
Safety and security at bus stops	Improves safety and security	Cost	Enhances rider safety
Rider education campaign	May help reduce overcrowding Improves customer environment	Cost	Enhances the rider experience and allows operators to operate the vehicle
Enhanced bus operator training	Improves safety and security	Cost	Enhances the rider experience and empowers operators

- **Preliminary Annual Cost Estimate:** The annual estimated cost of two FTE staff at the Anacostia Metrorail station's Sales Center windows would be approximately \$160,000. However, it should be noted that the longer Sales Center window hours would benefit Metro services well beyond the Anacostia-Congress Heights Line, and thus should not be seen as being solely a cost associated with the Anacostia-Congress Heights Line.

4.7 Physical Improvements

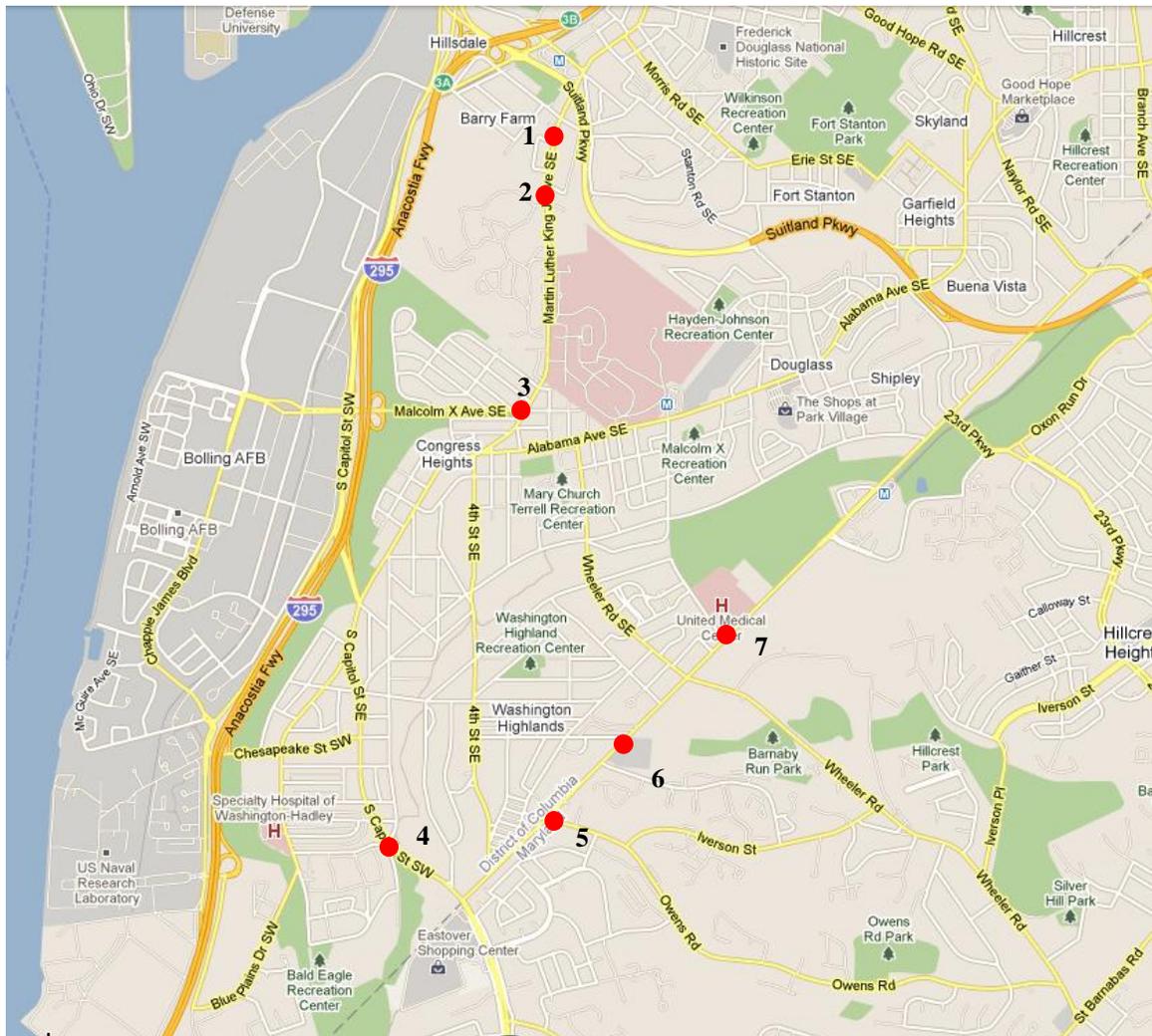
Improvements to the corridor to reduce the travel time of either the existing local bus service or the possible limited stop services would be useful. These are discussed in this section.

Potential Transit Signal Priority (TSP) Locations

There are several near side bus stop locations at the following signalized intersections that could benefit from implementing Transit Signal Priority (TSP). These are shown in **Figure 4-7** and are as follows:

1. Martin Luther King, Jr. Avenue SE/Sumner Road SE
2. Martin Luther King, Jr. Avenue SE/Golden Raintree Drive SE
3. Martin Luther King, Jr. Avenue SE/Malcolm X Avenue SE
4. South Capitol Street/Galveston Street SW
5. Southern Avenue SE/Owens Road
6. Southern Avenue SE/Chesapeake Street SE
7. Southern Avenue SE/13th Street SE

Figure 4-7 – Potential Locations for TSP Implementation



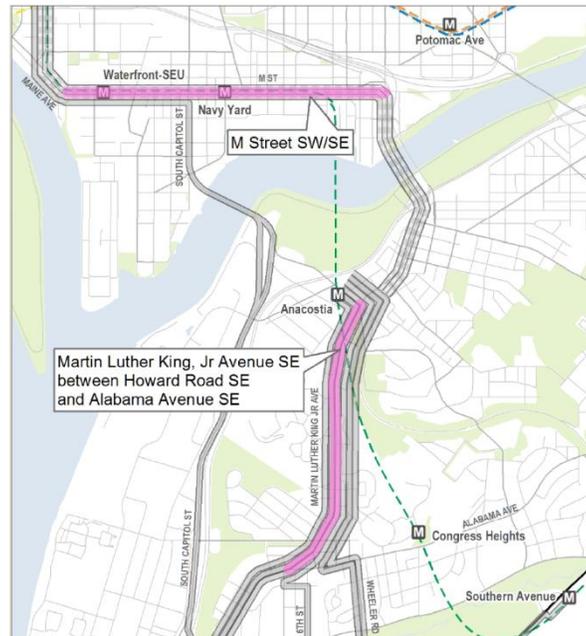
Implementing TSP at these locations would involve:

- Identifying suitable/optimal cycle length for the intersections that would allow green time extension (for the bus movement) or green time truncation (for the cross street)
- Defining appropriate detection zone to detect transit presence
- Estimating arrival time of the transit vehicle at the signal head and adjusting signal timing accordingly

Possible Dedicated Bus Lanes

Providing a dedicated bus lane in the peak direction for the slower speed sections shown in **Figure 4-8** could increase transit reliability and travel time savings for transit users. These roadway segments should be examined in more detailed future work.

Figure 4-8 – Possible Dedicated Bus Lanes



Martin Luther King, Jr. Avenue SE between Howard Road SE and Alabama Avenue SE – This section of roadway is used by several routes on the Anacostia-Congress Heights Line, as well as by other Metrobus routes. **Table 4-9** indicates the number of buses per hour during the AM and PM peak hours that operate along Martin Luther King, Jr. Avenue SE between the Anacostia Metrorail station and Alabama Avenue SE.

Table 4-9 - Dedicated Bus Lanes

Route	7:15AM to 8:15AM		5:00PM to 6:00PM	
	NB	SB	NB	SB
A2,6,7,8	19	16	14	19
A4,5	7	4	5	5
W2,3	3	7	6	4
Total	29	27	25	28

Option 1 – One option to construct a dedicated bus lane is to convert one travel lane to a dedicated bus lane in the peak direction (i.e., northbound in the AM peak period and southbound in the PM peak period).

Option 2 – Another option to construct a dedicated bus lane is to restrict on-street parking in both directions during peak hours and use a parking lane as a reversible dedicated bus lane in the peak direction.

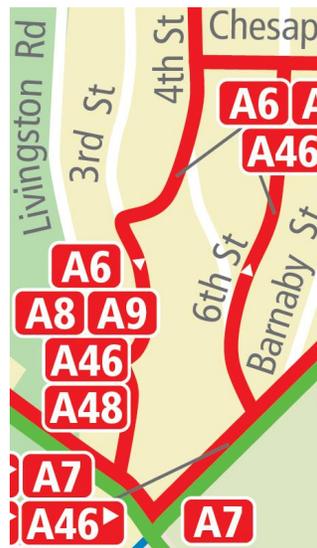
M Street SW/SE – Convert one travel lane to a dedicated bus lane in the peak direction (i.e., westbound in the AM peak period and eastbound in the PM peak period). M Street SW/SE has multiple travel lanes in each direction and so one of the lanes could be converted to a dedicated bus lane in the peak direction. Options to construct dedicated bus lanes within the corridor roadways – which tend to have higher volume-to-capacity (V/C) ratios – might be minimal because of potential negative impacts on traffic operations.

Livingston Loop Traffic Pattern/On-Street Parking

The feasibility of making the “Livingston Loop” a one-way traffic loop was analyzed. The Livingston Terrace loop is primarily a residential area along 6th Street SE, 4th Street SE and Chesapeake Street SE, as shown in **Figure 4-9**. In addition, there are two schools in the vicinity (between 4th Street SE and 6th Street SE).

Based on bus operator feedback, it was suggested that the roadways along this loop operate as a one-way loop in the counter-clockwise direction for all traffic. Such a change would affect and disrupt circulation for residents within this area. Absence of a complete grid network (as exists in central Washington) in this area is a disadvantage in making the roadways within this loop one directional.

Figure 4-9 - Livingston Loop



On-street parking is currently allowed in both directions along most sections of the roadway on 6th Street SE, 4th Street SE and Chesapeake Street SE. The cross-section of the roadways in this loop is about 33 feet. This makes it very tight for buses to maneuver, especially when vehicles are parked on both sides of the street.

To improve bus mobility along these roadways, it is suggested that restricting on-street parking in one direction would be more beneficial than creating a one-way loop.

This would require community feedback/involvement as this is a residential area.

Other Traffic Improvements

There are several other traffic improvements that were either considered or are under consideration for the Anacostia-Congress Heights Line. These are as follows:

- **Refurbishment of Pavement Markings at Martin Luther King, Jr. Avenue SE and Randle Place SE** – This recommendation is being programmed by the District Department of Transportation as part of the ongoing School Safety Project.
- **Signal Retiming on Martin Luther King, Jr. Avenue SE at Randle Place SE and at Malcolm X Avenue SE** – This recommendation requires review by the Signal Division of the Traffic Operations Administration of the District Department of Transportation.
- **Signal Retiming on Mississippi Avenue SE and Atlantic Street SE** – This recommendation requires review by the Signal Division of the Traffic Operations Administration of the District Department of Transportation.
- **South Capitol Street and Southern Avenue** – According to the District Department of Transportation, the turning radius for buses turning eastbound onto Southern Avenue will be difficult to improve with any short term improvement because of the design of the box culvert that the curb and sidewalk are a part of on the southwest corner and the limited right-of-way on the northeast corner. However, the turning radius for left turns from southbound South Capitol Street to eastbound Southern Avenue can be improved by relocating the stop bar 10 feet further east and adding a “Stop Here on Red” sign to supplement the relocated stop bar. The District Department of Transportation will prepare a work order to relocate this stop bar.
- **Martin Luther King, Jr. Avenue SW and Chesapeake Street SW** – A work order will be prepared by the District Department of Transportation’s Safety Standards & Quality Control unit to relocate the exiting stop bar for the eastbound approach of Chesapeake Street SW to Martin Luther King, Jr. Avenue SW further west to improve the turning radius for left turning vehicles. Pavement arrows will also be re-installed to match the new configuration.

5.0 Future Issues and Coordination Opportunities/Requirements

The implementation of the Anacostia-Congress Heights Line recommendations would need to be coordinated with other transportation infrastructure projects in the planning stages, as well as with the District of Columbia's land use plans. It should be noted that these projects also impacted the various recommendations associated with the U Street-Garfield Line.

5.1 Integration with Transportation Projects

Several planned transportation infrastructure projects have the potential to affect Anacostia-Congress Heights Line bus services in the future. These projects, and how they can impact the Anacostia-Congress Heights Line recommendations, are described as follows:

Anacostia Gateway Transportation Study

Prepared for the District Department of Transportation (DDOT) in September 2004, the purpose of this study is to create an inviting public realm in Anacostia by supporting diverse use of activities, enhancing the streetscape, balancing vehicular and non-vehicular movements, managing current and projected parking needs, and improving the use of transit services and amenities. A key objective of the study is to "explicitly encourage the use of transit". Transit improvements recommended in the study include the upgrading of Metrobus amenities such as waiting areas, routes posted, maps of routes posted, schedule posting, shelters, trash receptacles, and benches.

Although completed for some time, the study calls for changes to turning movements, streetscape enhancements, and parking availability. All of these improvements, if implemented, are consistent with the results of the Anacostia-Congress Heights Line Study and could further enhance the performance of the Anacostia-Congress Heights Line.

11th Street Bridges Reconstruction

DDOT is currently reconstructing and reconfiguring the interchange of the Southeast/Southwest Freeway and the Anacostia Freeway over the Anacostia River in Southeast D.C. – a distance of approximately one mile. The key design features of the project are:

- New ramps east of the Anacostia River would connect both directions of the Anacostia Freeway with cross-river freeway bridges (i.e., completing the "missing moves" through this interchange). Currently, only the southern reach of the Anacostia Freeway is directly linked to the bridges.
- One bridge dedicated to freeway traffic and one bridge dedicated to local traffic.

The current freeway lane capacity of four lanes in each direction would remain unchanged. In addition, two lanes in each direction would be provided for local traffic and enhanced facilities for bicyclists and pedestrians adjacent to the local traffic lanes. The local lanes would be designed to accommodate a streetcar if that should result from a separate project.

Because the proposed MetroExtra Route A7 would use the 11th Street Bridge, the construction work is likely to create short-term impacts for the operation of this service.

DC Streetcar

In 2009, DDOT unveiled its plan to implement a city-wide modern streetcar system. The proposed network plan recommends streetcar service to operate along significant transportation corridors throughout the city. The corridors were chosen to reflect the project's goals:

- Improve access and mobility for District residents and businesses – Increase connections between neighborhoods and activity centers, and improve access to regional centers.
- Encourage community and economic development – Support the city’s initiatives for community development and enhance development benefits.
- Enhance system performance – Increase the capacity of the transit network and improve transit efficiency and cost-effectiveness.
- Promote environmental quality – Limit adverse impacts and support environmental benefits.

Streetcars are recommended to run in mixed traffic along a number of corridors in the District, including along M Street SE, the 11th Street Bridge, and Martin Luther King, Jr. Avenue SE/SW. This corridor would impact some of the proposed MetroExtra services.

Although streetcar line construction is many years away for most of the proposed alignment, service is planned first for Anacostia – which the Anacostia-Congress Heights Line serves. Therefore, it will be important for Metrobus staff to develop contingency plans for the Anacostia-Congress Heights Line when streetcar track work begins.

DC Circulator Study

Since DDOT began the new Circulator bus service in 2005, the system has expanded from three to six routes and grown in ridership. Through the DC Circulator Study, which is still ongoing, DDOT and its partners are exploring further growth over the next 5 to 10 years by identifying priority corridors for service improvements and expansion, and recommendations for new routes in the next 3 years. To support the development of the plan, the study is:

- Evaluating the existing Circulator system through rider surveys and operational analyses;
- Analyzing current and forecasted demographic, economic, and land use data and plans;
- Establishing a community advisory panel to provide input on the goals of the system and future priorities;
- Conducting focus groups with riders and non-riders and interviewing key stakeholders;
- Developing long-term priority corridors and short-term service recommendations; and
- Holding public meetings to report findings to the public.

The expansion of the DC Circulator system is of particular relevance to the Anacostia-Congress Heights Line study, as proposed corridors for new service include portions of the 11th Street Bridge to Anacostia.

5.2 Integration with Land Use Projects

Anacostia Transit Area Strategic Investment Plan

Over \$150 million in public investment and several million more dollars in private investment has been committed for projects in Anacostia and neighboring communities. The Office of Planning, in cooperation with local residents, property owners, and other stakeholders completed the Anacostia Transit Area Strategic Investment Plan to guide this investment in ways that revitalize Anacostia and address the needs and vision of local residents and businesses.

The plan builds from the transit resources of the neighborhood—the existing Anacostia Metrorail station and extensive bus services, and the planned streetcar corridor. It provides a 10-year

framework to guide community, private sector, and public agency actions and investments to revitalize the Anacostia Metrorail station area. The primary goals of this effort are to:

- Capture the value of the transit system to spur housing, retail, and other development opportunities in the neighborhood;
- Support and encourage productive use of underutilized sites within an easy walking distance of transit; and
- Improve neighborhood quality of life by providing local quality retail, diverse housing options, employment opportunities, neighborhood safety, improved transportation, and enhanced public facilities.

An enhanced Anacostia-Congress Heights Line, and especially the addition of the MetroExtra Routes A7 and A9, would be in keeping with the goals of Anacostia's strategic investments.

Barry Farm/Park Chester/Wade Road Redevelopment Plan

The DC Office of Planning, in collaboration with residents of the Barry Farm, Park Chester, and Wade Road communities, initiated a process to plan and implement the revitalization of the area's low income properties and the surrounding neighborhood. The redevelopment plan seeks to improve the community's public facilities, access to commercial and retail opportunities, urban design, parks and open space, and transportation system. Easy access to bus, streetcar, and Metrorail transit service will be an important element of the new transit-oriented development planned in the area. A potential new WMATA headquarters building is also planned as part of the joint development project near Anacostia Metrorail station. As the Barry Farm/Park Chester/Wade Road community is located in Ward 8's historic Anacostia area, improvements to the Anacostia-Congress Heights Line would complement the neighborhood's redevelopment.

6.0 Implementation Strategy

A phasing scenario for the proposed improvements to the Anacostia-Congress Heights Line is as follows:

Initial Phase – 2012-2013 – Implement the MetroExtra A9 service using resources and the existing span of service from the existing Metrobus Route A9, but operating only every 15 minutes and in the peak direction of service; implement the proposed Metrobus Route W1 utilizing funding from the discontinued Metrobus Route M8/M9; and implement the restructuring of Metrobus Routes A4 and W5 (i.e., the renamed A5), keeping in mind that in the future the W5 service may be provided by using trips on the “employee shuttle” from the new bus garage. Throughout the preparation of cost estimates in this report, it has been assumed that the Shepherd Parkway Bus Division “employee shuttle” cannot be utilized, so that the cost estimates presented are conservative and reflect potentially higher operating cost scenarios. During the *Initial Phase* the various customer service improvements will also be implemented, as well as the installation of new bus stop shelters as part of the D.C. Shelter Replacement Program.

Phase Two – 2013-2014 – Implement MetroExtra Route A7 using resources from the existing Metrobus Route A7, but operating only every 15 minutes and in the peak direction of service (as MetroExtra Route A9 does); recalibrate running times on the remaining routes (i.e., Metrobus Routes A2/A42, A6/46, and A8/48); and implement the extension of overnight service to McPherson Square.

Phase Three – 2014-2015 – Implement peak period bi-directional service on MetroExtra Routes A7 and A9.

Phase Four – post-2015 – Operate weekday midday service on MetroExtra Routes A7 and A9.

Phase Five – after Phase Four – Operate weekday evening service on MetroExtra Routes A7 and A9.

Phase Six – after Phase Five – Operate weekend service on MetroExtra Routes A7 and A9.

Future Phases – after Phase Six – Implement any physical improvements on the Anacostia-Congress Heights Line, including the possible traffic improvements discussed previously.

7.0 Operating Costs, Ridership, Revenue, Capital and Funding Needs

7.1 Operational Funding Requirements

Table 7-1 provides a summary of operating costs for current Anacostia-Congress Heights Line service; the table also indicates the estimated impacts for the first three phases of operating improvements (described previously):

Table 7-1 – Estimated Impacts for Recommended Improvements

Phase/Recommendation	Estimated Impacts			
	Annual Operating Cost	Annual Ridership	Annual Revenue	Annual Subsidy Required
Existing Cost, Ridership, Revenue and Subsidy				
Current System*				
Anacostia-Congress Heights Line (A2/42, 6/46, 7, 8/48)	\$8,097,427	3,505,102	\$3,715,408	\$4,382,019
Anacostia-Fort Drum Line (A4, 5)	\$2,547,710	892,617	\$946,174	\$1,601,536
South Capitol Street Line (A9)	\$658,489	105,267	\$111,583	\$546,906
Congress Heights Shuttle (M8, 9)	\$801,450	228,799	\$242,527	\$558,923
Total (current total cost, ridership, revenue and subsidy)	\$12,105,076	4,731,785	\$5,015,692	\$7,089,384
Projected Cost, Ridership, Revenue and Subsidy Impacts				
Initial Phase **				
Ridership Change on Local Routes (add to current A2/42, 6/46, 7, 8/48)	\$0	82,544	\$87,497	(\$87,497)
Restructured Metrobus Routes A4 and W5 (add to current A4, 5)	\$295,283	(23,723)	(\$25,146)	\$320,429
Reduced Service Version of MetroExtra A9 (add to current A9)	\$649,538	291,325	\$308,805	\$340,734
New Metrobus Route W1 (add to current M8, 9)	\$980,499	125,246	\$132,761	\$847,738
Total Initial Phase Recommendations	\$1,925,320	475,392	\$503,916	\$1,421,404
Total Current with Initial Phase	\$14,030,396	5,207,177	\$5,519,608	\$8,510,788
Percent Change From Current	15.9%	10.0%	10.0%	20.0%
Second Phase				
Running Time Recalibration, Overnight Extension, and Ridership Change on Metrobus Routes A2/42, A6/46 and A8/48 (add to existing A2/42, 6/46, 8/48)***	\$943,218	246,100	\$260,866	\$682,352
Restructured Metrobus Routes A4 and W5 (add to current A4, 5)	\$295,283	(23,723)	(\$25,146)	\$320,429
Reduced Service Versions of MetroExtra A7 and A9 (add to current A7, 9)	\$1,858,347	343,382	\$363,985	\$1,494,362
New Metrobus Route W1 (add to current M8,9)	\$980,499	125,246	\$132,761	\$847,738
Total Second Phase Recommendations	\$4,077,347	691,005	\$732,465	\$3,344,882
Total Current with Second Phase	\$16,182,423	5,422,790	\$5,748,157	\$10,434,266
Percent Change from Current	33.7%	14.6%	14.6%	47.2%
Percent Change from Initial Phase	15.3%	4.1%	4.1%	22.6%

* Based on the October 2010 WMATA Productivity Report

**Without the opening of the Shepherd Parkway Bus Division

***Add to existing Anacostia-Congress Heights Line not including Route A7 (accounted for separately)

Table 7-1 (Continued) – Estimated Impacts for Recommended Improvements

Phase/Recommendation	Estimated Impacts			
	Annual Operating Cost	Annual Ridership	Annual Revenue	Annual Subsidy Required
Projected Cost, Ridership, Revenue and Subsidy Impacts (Continued)				
Third Phase Running Time Recalibration, Overnight Extension, and Ridership Change on Metrobus Routes A2/42, A6/46 and A8/48 (add to existing A2/42, 6/46, 8/48)*** Restructured Metrobus Routes A4 and W5 (add to current A4, 5) Full Service Versions of MetroExtra A7 and A9 (add to current A7, 9) New Metrobus Route W1 (add to current M8, 9)	\$943,218	464,285	\$492,142	\$451,076
	\$295,283	(23,723)	(\$25,146)	\$320,429
	\$4,353,432	681,259	\$722,135	\$3,631,297
	\$980,499	125,246	\$132,761	\$847,738
Total Third Phase Recommendations	\$6,572,432	1,247,067	\$1,321,891	\$5,250,541
Total Current with Third Phase	\$18,677,508	5,978,852	\$6,337,583	\$12,339,925
Percent Change from Current	54.3%	26.4%	26.4%	74.1%
Percent Change from Second Phase	15.4%	10.3%	10.3%	18.3%

***Add to existing Anacostia-Congress Heights Line not including Route A7 (accounted for separately)

The estimated cost of the proposed dedicated supervision would be an additional **\$160,000 per year**. However, as this item is not “mission critical” in terms of implementing the proposed Anacostia-Congress Heights Line recommendations, we have kept it separate from the estimated operating cost impacts.

7.2 Capital Cost Estimates

One-time capital cost requirements for the Initial Phase, Phase 2 and Phase 3 improvements have also been estimated (in Year 2011 dollars) for the recommended system (not including the costs of the physical street improvements), as shown in Table 7-2. As shown in the table, capital costs are estimated to be about \$17.8 million. These capital costs do not include future improvements such as dedicated transit lanes, signal priority, and intersection improvements. Estimates for these will be based on feasibility studies to be conducted in the future.

Table 7-2 – Estimated Capital Costs for Improvements

Capital Expense Item	Units	Unit Cost	Capital Cost
Vehicles for MetroExtra Service – Initial Phase	9	\$572,000	\$5,148,000
Vehicles for MetroExtra Service – Second Phase	11	\$572,000	\$6,292,000
Vehicles for MetroExtra Service – Third Phase	10	\$572,000	\$5,720,000
Information cases	100	\$207	\$20,700
Schedules	174	\$3.25	\$566
System maps for shelters	74	\$22	\$1,628
Next bus display screens for limited stop shelters	38	\$5,500	\$209,000
Supervisor laptops	2	\$3,500	\$7,000
Feasibility studies for street improvements	1	\$200,000	\$200,000
Marketing campaign and materials	1	\$275,000	\$275,000
Total for Recommended Plan			\$17,873,894

8.0 Contacts and Information Sources

Table 8-1 is a list of staff that has participated in the Anacostia-Congress Heights Line Study. The staff members below will serve as contacts and sources of information for the implementation of recommended improvements.

Table 8-1 – Contacts and Information Sources

Name	Phone	E-mail
District Department of Transportation		
Circe Torruellas		circe.torruellas@dc.gov
WMATA Office of Bus Planning		
Douglas Stallworth	202-962-2761	dstallworth@wmata.com
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