

Metrobus Service Evaluation Study

Riggs Road Line: R1, R2

Technical Memorandum #2:

Public Outreach and Input Report



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1.0 Introduction

This report includes an overview of the public and stakeholder communications and outreach for the Riggs Road Line Service Evaluation Study, as well as a summary of the feedback received.

The Riggs Road Line consists of routes, R1 and R2. A Transit Service Assessment completed in mid-2018 indicated a number of issues including on-time performance and bus stop spacing. To mitigate these issues and improve service, the project team developed several proposals and some of those proposals were presented to the public for feedback.

1.1 RIGGS ROAD LINE PROPOSALS

Appendix B: Riggs Road Line Proposal Booklet & Survey presents the corresponding proposal maps:

- Expand Service
Proposal #1: Extend Route R2 Beyond Calverton. This proposal asks riders if there are other destinations they would like to see Route R2 serve such as the Greenbelt Metrorail Station or the Muirkirk MARC Rail Station.
- Improve On-time Performance & Simplify Service
Proposal #2: New Riggs Road Line Route R2. This proposal would consolidate routes R1 and R2 into a new Route R2 keeping service along Riggs Road. Route R1 would be eliminated altogether which removes the Riggs Road Line service from the Adelphi loop along Metzerott Road, New Hampshire Avenue, and Adelphi Road. Route R2 service would be removed from the diversion in Lewisdale along 23rd Avenue.
 - *Proposal #2A: Reroute Route F8.* If the consolidation of routes R1 and R2 happen an option to provide service along 23rd Avenue where Route R2 would be removed, would be to reroute Route F8 service off Adelphi Road and serve along East West Highway, 23rd Avenue, and University Boulevard instead.
- Improve On-time Performance & Bus Stop Spacing
Proposal #3: Bus Stop Consolidation. This proposal would remove bus stops that are close together or are not used frequently to help speed up bus service along the route. See **Appendix C: Riggs Road Line Bus Stop Signs** for details.



2.0 Communications and Outreach to the Public

In order to encourage feedback on the proposals from the Riggs Road Line Service Evaluation Study, as well as to fulfill the Board-approved Public Participation Plan, Metro tailored a communications and outreach plan that targeted those impacted most by the proposals. The strategically planned effort reached passengers and communities impacted by the proposals.

Communications and outreach efforts were conducted between Thursday, January 3, 2019 and Friday, January 31, 2019.

The final plan for the project included the following efforts:

- Outreach events aboard buses and at Fort Totten Metrorail Station
- Stakeholder communication
- Targeted marketing and media

Feedback for the proposals were collected through the following sources:

- Proposal booklets that included paper surveys with written comments, in English and Spanish, at outreach events and station survey collection boxes (see **Appendix A: Riggs Road Line Written Comments.**)
- Online survey with written comments
- Verbal comments collected by WMATA's Office of Customer Relations

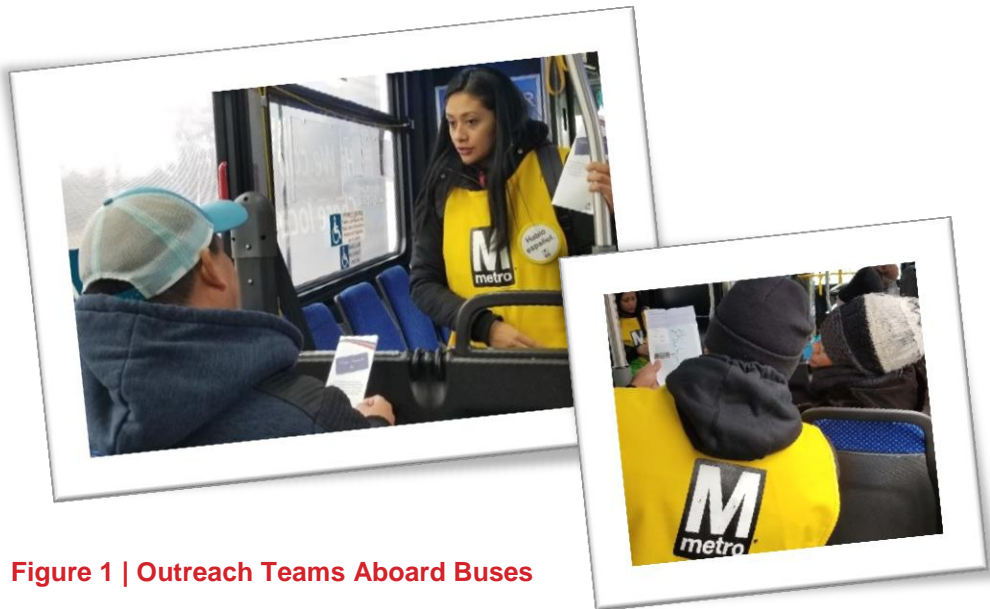


Figure 1 | Outreach Teams Aboard Buses

3.0 Outreach: Communicating to the Public

Bilingual street teams, in yellow Metro branded aprons, boarded buses on both the Riggs Road Line and the Langley Park-Cheverly Line to inform riders about the proposals, distribute proposal booklets, and collect completed surveys from riders. The majority of the outreach events consisted of ride-alongs to allow riders more time to complete the survey and ask questions about the proposals.

Bilingual outreach teams informed riders on routes R1, R2 and F8 about the proposals and how to provide feedback.

- In-person outreach included one pop-up at Fort Totten Metrorail Station and a total of 18 ride-alongs among routes R1, R2 and F8 buses.
- Bilingual street teams onboard the buses distributed the proposal booklet (separate English and Spanish) that included details about Proposals #1, #2 and #2-A with detailed maps to help explain the proposals, details about how to provide feedback for Proposal #3, and a tear-off survey that could be returned back to the outreach staff.
- Completed surveys could also be dropped into a survey collection box at Fort Totten, West Hyattsville, Prince George's Plaza or Cheverly Metrorail stations.
- Riders were also encouraged to take the survey and provide comments online at wmata.com/bus.
- Riders also had the option to leave comments with WMATA's Office of Customer Relations over the phone.



Figure 2 | Outreach Team Aboard Buses

4.0 Outreach: Events Details

Tables 1 and 2 below and on the next page gives a detailed account of the street team outreach including the number of surveys collected in the survey collection boxes and feedback received through WMATA's Office of Customer Relations. View the full proposal booklet details in **Appendix B: Riggs Road Line Proposal Booklet & Survey**.

Over 4,200 proposal booklets were distributed with a total of 475 surveys completed during the in-person outreach.

Table 1 | Summary of Outreach Events

Efforts	Dates (2019)	Total # of Outreach Events	Total # of Surveys Collected/ Comments	Total # of Spanish Surveys Collected	Total # of Proposal Booklets Distributed	Total # of Spanish Proposal Booklets Distributed
Routes R1, R2	Thursday, January 2 - Monday, January 28	13	279	88	1,793	845
Route F8	Thursday, January 10 – Saturday, January 26	6	157	46	448	205
Survey Collection Boxes	Thursdays on January 10, 17, 24, 31	N/A	35	12	620	300
Customer Relations calls	Thursday, January 2 – Thursday, January 31	N/A	4	N/A	N/A	N/A
Total		19	475	146	2,861	1,350

Table 2 | Outreach Shifts

Shift Date (2019)	Shift Starting Location	Shift Time	Route	Total Surveys Collected	Surveys Collected (Spanish)	Total Proposal Booklets Distributed	Proposal Booklets Distributed (Spanish)
Thursday, January 3	Fort Totten Metrorail Station Bus Bay E	3:00 p.m. – 7:00 p.m.	R1, R2	8	0	499	267
Saturday, January 5	Fort Totten Metrorail Station Bus Bay E	9:45 a.m. – 2:15 p.m.	R2	26	5	59	19
Thursday, January 10	West Hyattsville Metrorail Station Bus Bay E	7:00 a.m. – 11:30 a.m.	F8	41	19	45	19
Saturday, January 12	Fort Totten Metrorail Station Bus Bay E	10:45 a.m. – 3:15 p.m.	R2	8	0	300	120
Tuesday, January 15	Fort Totten Metrorail Station Bus Bay E	6:15 a.m. – 11:15 a.m.	R2	8	2	60	34

Metrobus Service Evaluation Study:
Riggs Road Line (R1, R2)

Shift Date (2019)	Shift Starting Location	Shift Time	Route	Total Surveys Collected	Surveys Collected (Spanish)	Total Proposal Booklets Distributed	Proposal Booklets Distributed (Spanish)
Wednesday, January 16	Fort Totten Metrorail Station Bus Bay E	3:30 p.m. – 7: 30 p.m.	R1, R2	17	3	102	39
Wednesday, January 17	Fort Totten Metrorail Station Bus Bay E	11:00 a.m. – 3:00 p.m.	R2	25	5	186	76
	West Hyattsville Metrorail Station Busy Bay E	3:30 p.m. – 7:30 p.m.	F8	22	5	67	42
Saturday, January 19	Takoma Langley Crossroads Transit Center Bus Bay C	10:30 a.m. – 2:30 p.m.	F8	35	11	207	86
	Fort Totten Metrorail Station Bus Bay E	1:45 p.m. – 6:15 p.m.	R2	32	9	100	47
Sunday, January 20	Fort Totten Metrorail Station Bus Bay E	11:45 a.m. – 4:15 p.m.	R2	28	13	83	47
Tuesday, January 22	Takoma Langley Crossroads Transit Center Bus Bay C	6:15 a.m. – 11:15 a.m.	F8	21	4	36	16
	Fort Totten Metrorail Station Bus Bay E	3:15 p.m. – 7:15 p.m.	R2	20	10	40	23
Wednesday, January 23	Takoma Langley Crossroads Transit Center Bus Bay C	4:15 p.m. – 8:15 p.m.	F8	13	5	8	4
Thursday, January 24	Fort Totten Metrorail Station Bus Bay E	3:45 p.m. – 8:15 p.m.	R1, R2	19	7	69	33
Friday, January 25	Fort Totten Metrorail Station Bus Bay E	5:45 a.m. – 10:15 a.m.	R2	44	14	79	29
Saturday, January 26	West Hyattsville Metrorail Station Busy Bay E	12:15 p.m. – 4:15 p.m.	F8	25	2	69	38
Sunday, January 27	Fort Totten Metrorail Station Bus Bay E	10:45 a.m. – 3:15 p.m.	R2	16	8	71	41
Monday, January 28	Fort Totten Metrorail Station Bus Bay E	11:30 a.m. – 3:30 p.m.	R2	28	12	145	70
In-station Survey Collection Boxes	Fort Totten, West Hyattsville, PG Plaza, Cheverly	Thursdays (10, 17, 24, 31)	R1, R2, F8	35	12	620	300
Customer Relations calls	Telephone		R1, R2, F8	4	N/A	N/A	N/A

Figure 3 | Snapshots of the Proposal Booklet and Surveys

You are Invited

Your participation will help Metro improve the Riggs Road Line (routes R1, R2) including possible rerouting of the Langley Park-Cheverly Line (Route F8).

Thank you for your participation!

1. Which of the following bus routes do you use most often?
 R1 R2 F8
 C4 C8 Z6
 Other, please specify: _____

2. In a typical week, how often do you ride the following?

	Never	Less than 1 day	1 day	2 days	3 days	4 days	5 or more days
Metrobus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metrorail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metrobus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Proposal #1: Extend Route R2 beyond Calverton. If Route R2 were extended to the locations listed below, how likely or unlikely would you be to use Route R2 to connect to these locations?

	Very likely	Somewhat likely	Neither likely nor unlikely	Somewhat unlikely	Very unlikely
Metrorail station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metrolink station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Where other locations you are interested in having a connection to Metrobus routes R1 and R2? (City centers, retail areas, transit centers, other neighborhoods) Write your answers below.

Riggs Road Line Consolidation Proposal #2 and #2-A (routes R1, R2):

5. Do you currently board or exit Route R2 along 23rd Avenue in Lewisdale or Route R1 in the Adelphi loop along Metzert Road, New Hampshire Avenue or Adelphi Road?
 Yes – along 23rd Avenue
 Yes – Adelphi loop
 Yes – both locations
 No
 Not sure

6. To improve reliability and simplify service by creating a more direct route, Metro is considering consolidating routes R1 and R2 to make a new Riggs Road Line Route R2. This proposal would eliminate Route R1 altogether and remove the segment of Route R2 service on 23rd Avenue in Lewisdale.
 Are you in favor of this proposal?
 Yes No No opinion Do not understand the proposal

Need more information?

- Refer to pages 4-5 for Proposal #2: New Riggs Road Line Route R2.
- Refer to pages 6-7 for Adelphi loop alternative bus service.
- Refer to pages 8-9 for Lewisdale alternative bus service.

7. Proposal #2-A. If the consolidation of routes R1 and R2 happens, Metrobus Route F8 could be rerouted to provide Metrobus service where Route R2 service would be removed.
 Are you in favor of this proposal?
 Yes No No opinion Do not understand the proposal

Need more information?

Refer to pages 10-11 for Proposal #2-A: Reroute Route F8 along 23rd Avenue and East-West Highway in Lewisdale.

Riggs Road Line Consolidation Proposal #2-A (Route F8):

8. Do you currently board or exit Route F8 between Riggs Road and University Boulevard or between Adelphi Road and Toledo Road?
 Yes No Not sure

9. Metro is considering eliminating Route R2 service on 23rd Avenue. Route F8 could be rerouted to serve along 23rd Avenue and East-West Highway instead of along Adelphi Road and University Boulevard. Metrobus Route F6 will still serve Adelphi Road.
 Are you in favor of this proposal?
 Yes No No opinion Do not understand the proposal

Need more information?

Refer to pages 12-13 for Proposal #2-A: Route F8 rerouted and alternative bus service.

Esta Invitado

Su participación ayudará a Metro a mejorar (las rutas R1, R2) de Riggs Road Line incluyendo la posible reubicación de la Ruta F8 de Langley Park-Cheverly

¡GRACIAS POR SU PARTICIPACIÓN!

Pensando en este viaje en autobuses:

10. ¿Dónde inició su viaje?
 Trabajo Casa Escuela
 Centro comercial o restaurante
 Gestiones de trabajo
 Viaje personal/recreación
 Otra, por favor, especifique: _____

11. ¿Dónde es su destino final?
 Trabajo Casa Escuela
 Centro comercial o restaurante
 Gestiones de trabajo
 Viaje personal/recreación
 Otra, por favor, especifique: _____

12. ¿Cuántas veces hizo o haría transbordo a/desde otro autobús?
 0 (Este autobús llega hasta mi destino)
 1 2 3
 4 o más transbordos para llegar a mi destino

13. ¿A/desde qué ruta de autobús hizo o haría transbordo durante este viaje? _____

14. ¿Hizo o haría transbordo entre el autobús y Metrorail? Por favor, seleccione todo el que corresponda.
 Sí, a la línea roja
 Sí, a la línea verde
 Sí, a la línea amarilla
 Sí, a las líneas azul/anaranjada/plata/ceada
 No

15. ¿Cuál de las siguientes razones le impide desplazarse en el Metrorail con más frecuencia? Por favor, seleccione todo el que corresponda.
 Viajar en autobús es la forma más rápida para llegar a donde necesito ir
 Los autobuses van a donde necesito ir y Metrorail no
 Conectarme a las rutas de autobús es más conveniente para mí
 Metrorail es demasiado caro
 Otra razón, por favor, especifique: _____

16. ¿Qué otros medios de transporte ha utilizado en el último mes? Por favor, seleccione todo el que corresponda.
 Maneja su propio vehículo
 Vehículo compartido
 Taxi
 Monta su propia bicicleta
 Servicios de desplazamiento como Uber o Lyft
 Caminar
 Ninguna de las anteriores
 Otro, por favor, especifique: _____

Solo unas cuantas preguntas más sobre usted.

Metro hace las siguientes preguntas para obtener información demográfica actual que le ayude con la planificación futura de autobuses y para cumplir con las regulaciones del gobierno federal cuando se realizan cambios en el servicio.

17. ¿En qué año nació? Por favor escriba la fecha aquí: _____

18. ¿Es usted de origen español, hispano o Latino Americano/a?
 Sí No
 Prefiero no responder

19. ¿Cuál de lo siguiente lo describe mejor? Por favor, marque todo lo que corresponda.
 Afroamericano o negro
 Indígena estadounidense o nativo de Alaska
 Asiático
 Hawaiano o de otra isla del Pacífico
 Blanco
 Prefiero no responder
 Otro, por favor, especifique: _____

20. ¿Cuáles son sus ingresos familiares anuales?
 Menos de \$30,000
 \$30,000-\$39,999
 \$40,000-\$49,999
 \$50,000-\$59,999
 \$60,000-\$69,999
 \$70,000-\$79,999
 \$80,000-\$89,999
 \$90,000 o más
 Prefiero no responder

En el cuadro a continuación, comparta con nosotros cualquier comentario u opinión que pueda tener sobre estas propuestas o las rutas de autobuses afectadas:

Para obtener más información, visite wmata.com/bus o llame a Servicio al cliente de Metro al 202-637-1328.

English and Spanish survey details in **Appendix B: Riggs Road Line Proposal Booklet & Survey.**

Metrobus Service Evaluation Study: Riggs Road Line (R1, R2)

**Proposal #2:
New Riggs Road Line Route R2**

To improve reliability and simplify service, Metro is considering creating a more direct route by consolidating routes R1 and R2 to make a new Riggs Road Line Route R2.

To create a more direct route along Riggs Road, this proposal would eliminate Route R1 altogether including service in the Adelphi loop along Metzerott Road, New Hampshire Avenue, and Adelphi Road and remove the segment of Route R2 on 23rd Avenue in Lewisdale.

The map below shows Proposal #2. The following pages show alternative bus service in the proposed areas to be eliminated.

Adelphi loop alternative bus service on pages 6-7

Lewisdale alternative bus service on pages 8-9

**Proposal #2-A:
Route F8 rerouted**

Metro is considering eliminating Route R2 service on 23rd Avenue. Route F8 could be rerouted to serve 23rd Avenue and East-West Highway instead of Adelphi Road and University Boulevard.

The Bus Route 18 would continue to serve 23rd Avenue and Route F6 would continue to serve Adelphi Road.

The map below shows Proposal #2-A, rerouting Route F8 service along 23rd Avenue and alternative bus service.

F8 RIDERS

Adelphi loop alternative bus service on pages 6-7

Lewisdale alternative bus service on pages 8-9

Propuesta #2: Nueva Ruta R2 de Riggs Road Line

Servicio de autobús alternativo en la trayectoria circular de Adelphi

Las tres paradas de autobús a lo largo de Metzerott Road continuarán proviendo el servicio a Shuttle ULM.

El siguiente mapa muestra los cambios de la Propuesta #2 en la trayectoria circular de Adelphi.

Adelphi loop alternative bus service on pages 6-7

Lewisdale alternative bus service on pages 8-9

Propuesta #3: La eliminación de varias paradas de autobús. Las siguientes rutas serán afectadas: C4, C8, F8, R1, R2 y Z6

Metro está considerando eliminar algunas paradas de autobús que no son usadas frecuentemente o están cerca de otra parada de autobús.

Para obtener más información sobre esta propuesta y la lista de las paradas de autobús que están siendo consideradas para ser eliminadas, visite wmata.com/bus.

Puede compartir su opinión de la siguiente manera:

- Complete la encuesta ingresando a wmata.com/bus
- Llamando al Servicio al cliente de Metro al 202-637-1328.

El mapa a continuación es un ejemplo del aviso que verá en las paradas de autobús que han sido recomendadas para ser eliminadas e incluye la parada de autobús más cercana.

English and Spanish proposal booklet & survey details in **Appendix B: Riggs Road Line Proposal. Booklet &**

5.0 Outreach: Stakeholder Communication

Local stakeholders helped spread the word and encouraged feedback from their constituents about the Riggs Road Line Service Evaluation Study proposals.

A total of 176 emails to 131 organizations were sent, including visits to 11 locations and over 1,000 proposal booklets distributed.

- The Office of Fair Practices developed a plan to inform and encourage feedback participation from Community Based Organizations (CBO's) that were close to routes R1, R2 and F8. Staff emailed 84 CBO's that included information about the project, links to both the English and Spanish webpages, and attached a PDF of one of the bus stop signs.
- The Office of Government Relations provided information on the Riggs Road Line proposals to local and state jurisdictional staff. Staff addressed follow-up questions to ensure elected officials and their staff had a thorough understanding of the proposals. The Advisory Neighborhood Commission (ANC) 4B provided their feedback via a written resolution in March 2019, to be added to the final results. (See **Appendix A: Riggs Road Line Written Comments.**)
- The Office of External Relations visited apartment communities, schools, and churches in the high impacted areas and dropped-off or mailed over 1,000 proposal booklets for their constituents. Based on requests from phone calls made to the locations, staff emailed to seven organizations information about the project and a link to the survey.

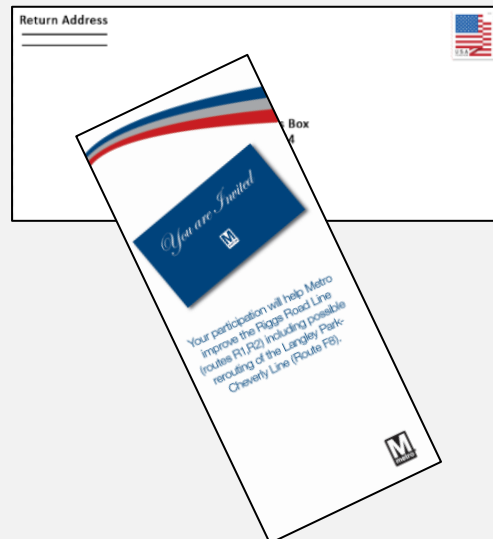
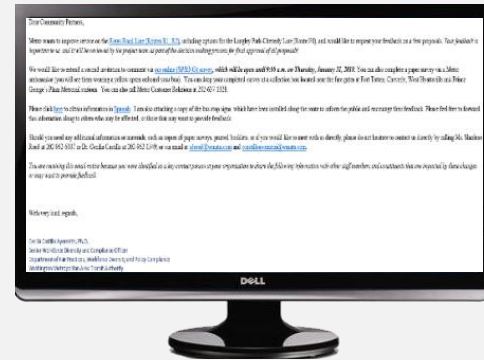


Figure 4 | Email and Regular Mail Communications

Metrobus Service Evaluation Study:
Riggs Road Line (R1, R2)

Table 3 | Stakeholder Communications

Date (2019)	Organization	Populations Served	Type of Communication	Proposal Booklets Distributed/ Emails sent
Tuesday, January 8	<ul style="list-style-type: none"> • Archbishop Carroll High School • Aventine Ft. Totten • Calverton Civic Association • CAPCS Middle School - Rand Campus • Capital Area Food Bank • Community Family Life Services - Milestone Place • Dominion Church • Faith Moravian Church • Faith United Church of Christ • Food and Friends • Himitsu DC • Lamond Riggs Association • Lamond Riggs Branch Library • Lasalle Backus Education Campus • Life Skills Center • Mamie D. Lee School • Mary's Center – Adelphi • Mary's Center - Kennedy St. • National Federation of the Blind – DC • Plymouth Congregational United Church of Christ • Potomac Preparatory Public Charter School • Prince George's Child Resource Center, Inc. • Prince George's County Public Schools • Prince George's Park and Recreation • Providence Hospital • Roots Public Charter School • Run Hope Work • St. Ann's Center for Children, Youth, and Families • Takoma/Langley Crossroads DEVT Authority, Inc. • Washington Jesuit Academy • Washington Yu Ying Public Charter School 	<p>African/ African American Asian Caribbean Teens/ children Homeless Hispanic/ Latino Low-income LEP Women Disabled</p>	<p>Email to CBO's</p>	<p>43 emails to 31 organizations</p>
Wednesday, January 16	<ul style="list-style-type: none"> • Townley Apartment Homes • Hindu Temple of Metropolitan Washington • Presidential Towers • Coronado Apartments • Delano Apartments • Heritage Park Apartments • ManorCare Health Services-Adelphi • Trinity Missions • The Communities at Arbor Vista • Daniels Run Apartments • Campus Gardens Apartments • University Gardens Apartments • University Christian Church • Northwestern HS • St Francis International School • St Mark's Church 	<p>African/ African American Hispanic/ Latino Low-income LEP Minority Students</p>	<p>Phone calls to 16 apartment complexes, schools, and churches along route R1, R2, F8 (7 of the locations will send an E-blast)</p>	<p>16 (emails)</p>
Thursday, January 17	<ul style="list-style-type: none"> • Townley Apartment Homes • Hindu Temple of Metropolitan Washington (mailed) • Presidential Towers • Coronado Apartments (mailed booklets) • Delano Apartments • Heritage Park Apartments • ManorCare Health Services-Adelphi • The Communities at Arbor Vista • Campus Gardens Apartments • University Gardens Apartments • St Mark's Church 	<p>African/ African American Hispanic/ Latino Low-income LEP Minority Students</p>	<p>Site visits to 11 of the apartment complexes, schools, and churches to drop-off booklets</p>	<p>1,035 (total English & Spanish booklets)</p>

Metrobus Service Evaluation Study:
Riggs Road Line (R1, R2)

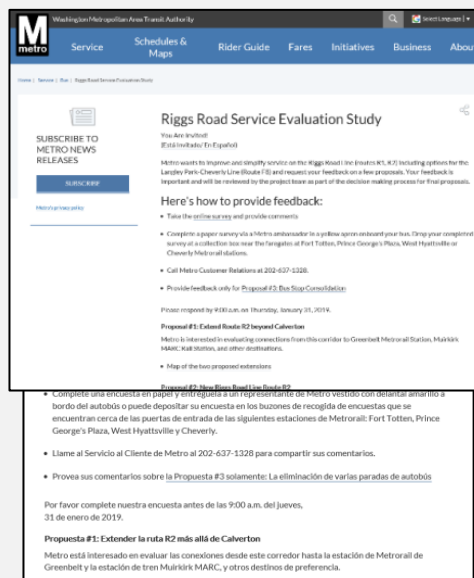
Date (2019)	Organization	Populations Served	Type of Communication	Proposal Booklets Distributed/ Emails sent
Tuesday, January 29	<ul style="list-style-type: none"> • Archbishop Carroll High School • Aventine Ft. Totten • Calverton Civic Association • CAPCS Middle School - Rand Campus • Capital Area Food Bank • Community Family Life Services - Milestone Place • Dominion Church • Faith Moravian Church • Faith United Church of Christ • Food and Friends • Himitsu DC • Hyattsville Community Corporation • Hyattsville Elementary School • Hyattsville House Apartments • Hyattsville Middle School • Integrity Church International • J.P. Hoyer Montessori Early Childhood Center • Kings Park Plaza • La Salle Park • Lamond Riggs Association • Lamond Riggs Branch Library • Landmark Apartments • Langley Park Multi-Service Center • Lasalle Backus Education Campus • Latin American Chaplains Association • Lee's Restaurant & Bar • Life Skills Center • Mamie D. Lee School • Mary's Center – Adelphi • Mary's Center - Kennedy St. • Morning Star Church of Christ • Mosaic at Metro Apartments • Mount of Salvation Cherubim and Seraphim Church of America • National Federation of the Blind – DC • Nicholas Orem Middle School • North Pointe Apartments • Northwestern High School • Parke Cheverly • Pinebrook Apartments • Plymouth Congregational United Church of Christ • Potomac Preparatory Public Charter School • Prince George's Child Resource Center, Inc. • Prince George's County Public Schools • Prince George's Community College • Prince George's Park and Recreation • Providence Hospital • Queenstown Apartments • Roots Public Charter School • Run Hope Work • St. Ann's Center for Children, Youth, and Families • Takoma/Langley Crossroads Development Authority, Inc. • Washington Jesuit Academy • Washington Yu Ying Public Charter School 	<p>African/ African American Asian Caribbean Teens/ children Homeless Hispanic/ Latino Low-income LEP Women Disabled</p>	<p>Project reminder email CBO's</p>	<p>117 emails to 84 organizations</p>

6.0 Targeted Marketing and Media

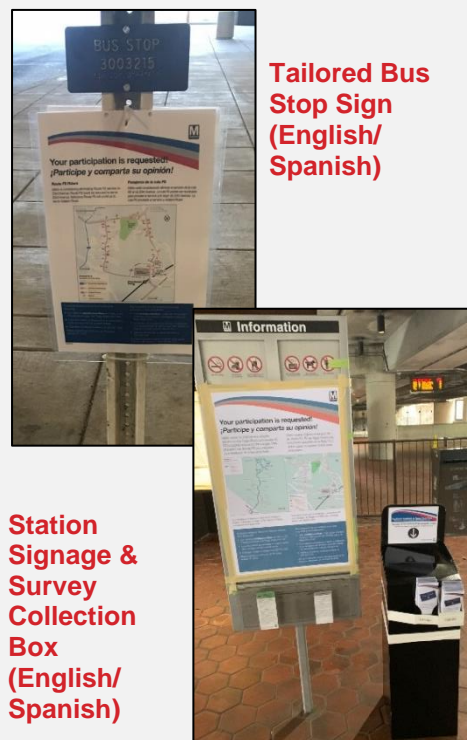
Metro used targeted marketing and media strategies to notify and encourage feedback from riders and stakeholder about the Riggs Road Line proposals.

- A webpage created on wmata.com/bus informed customers about the project and included details about the proposals and ways to provide feedback. It also included a link to the Spanish webpage which was professionally translated. The English page generated 997 page views with 513 unique visitors and the Spanish page generated 38 page views with 27 unique visitors.
- Over 100 signs in English and Spanish were placed along the impacted routes. The sign plan was tailored for each type of bus stop depending on where it was along the route which included project overview signs, tailored signs targeting either the Adelphi loop, Lewisdale or Adelphi Road proposals and tailored signs for each bus stop that was under consideration for consolidation that included a detailed map and contact information. See **Appendix C: Riggs Road Line Bus Stop Signs** for the full bus stop sign package.
- Large signs and a survey collection box was placed at Fort Totten, West Hyattsville, Prince George's Plaza and Cheverly Metrorail station mezzanines and included over 1,000 copies of the proposal booklets in English and Spanish.
- Various websites mentioned the proposals:
 - En.everybodywiki.com/Riggs_Road_Line (January 11, 2019)
 - Nextstopriggs.wordpress.com (January 8, 2019)
 - Mncppcapps.org (January 2019)

Figure 5 | Snapshots of the Marketing & Media Strategies



Snapshot wmata.com/bus webpages (English/Spanish)



Tailored Bus Stop Sign (English/Spanish)

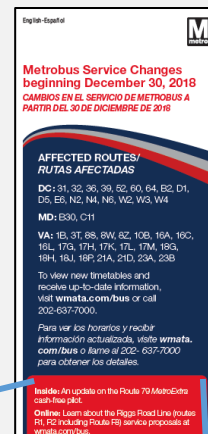
Station Signage & Survey Collection Box (English/Spanish)

Metrobus Service Evaluation Study:
Riggs Road Line (R1, R2)

- Social media (Twitter handle @metrobusinfo) was used to post information to impacted riders with four tweets going out throughout the study. This generated 1071 impressions and 26 engagements.
- Mention of the Riggs Road Line proposals were also included in the December 2019 Bus Service Changes materials which included:
 - Service Change Brochure: Over 20,000 brochures were distributed to all nine bus divisions and placed on all buses and to the four sales office locations.
 - Bus Information Center signs: Placed on all Metrobuses.
 - Online at wmata.com/bus.



@metrobusinfo Screenshot



December 2018
Bus Service Change
brochure
(English/Spanish)

Inside: An update on the Route 79 MetroExtra cash-free pilot.

Online: Learn about the Riggs Road Line (routes R1, R2 including Route FB) service proposals at wmata.com/bus.

Interior: Actualización del proyecto piloto de paradas específicas sin pago en efectivo de la Ruta 79 MetroExtra.

En línea: Conozca las propuestas de servicio de Riggs Road Line (rutas R1, R2 incluyendo FB) en wmata.com/bus.

7.0 Public Input Results

Metro collected public input through surveys with written comments via paper, online or verbal comments through Metro’s Customer Relations during the comment period from Thursday, January 3 through Thursday, January 31, 2019. The written comments from the surveys and the ANC 4B are available in **Appendix A: Riggs Road Line Written Comments**.

Completed paper surveys from the proposal booklet accounted for 75% (473 responses) of input received versus the online survey (153 responses) or over the phone (4 responses) out of the 630 responses.

Figure 6 | Public Input Sources

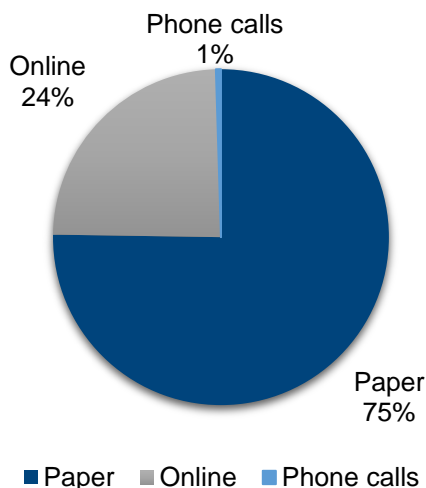


Table 4 | Public Input Sources & Details

Sources	Totals	Languages
Paper Survey	327	English (1 survey contained comments in French)
	146	Spanish
Online Survey	142	English
	11	Spanish
Over the phone comments	4	English
630 Surveys completed		
Proposal Booklets distributed	3,803	English
	2,249	Spanish
6,052 Proposal Booklets distributed		

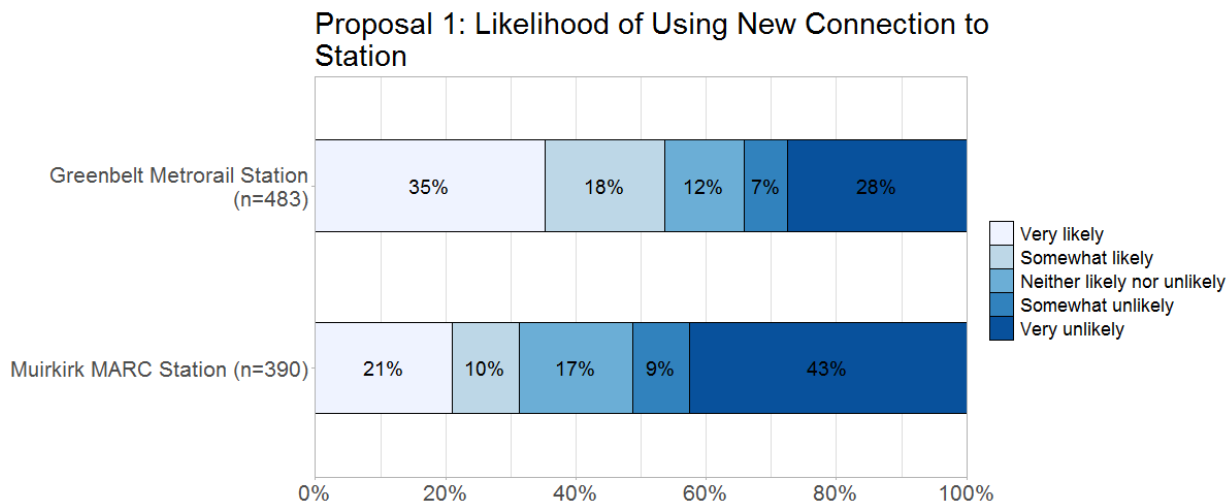
8.0 Survey Results

8.1 PROPOSAL #1: CONNECTION TO GREENBELT METRORAIL STATION

Customers are more likely to use a connection to Greenbelt Metrorail Station than to Muirkirk MARC Station.

- 53% of customers were *very likely* or *somewhat likely* to use a new connection to Greenbelt Metrorail Station.
- 4 in 10 Riggs Road customers are not currently using Metrorail. It's possible that this is because these customers do not have a good way to connect to rail, but it's also likely that rail is prohibitively expensive.
- 38% of customers did not connect to Metrorail on their last trip. Further, it's estimated that 39% of surveyed customers never or very rarely use Metrorail.
- 1 in 4 customers do not use Metrorail because it is too expensive.

Figure 7 | Proposal #1 Likelihood of Using New Connections



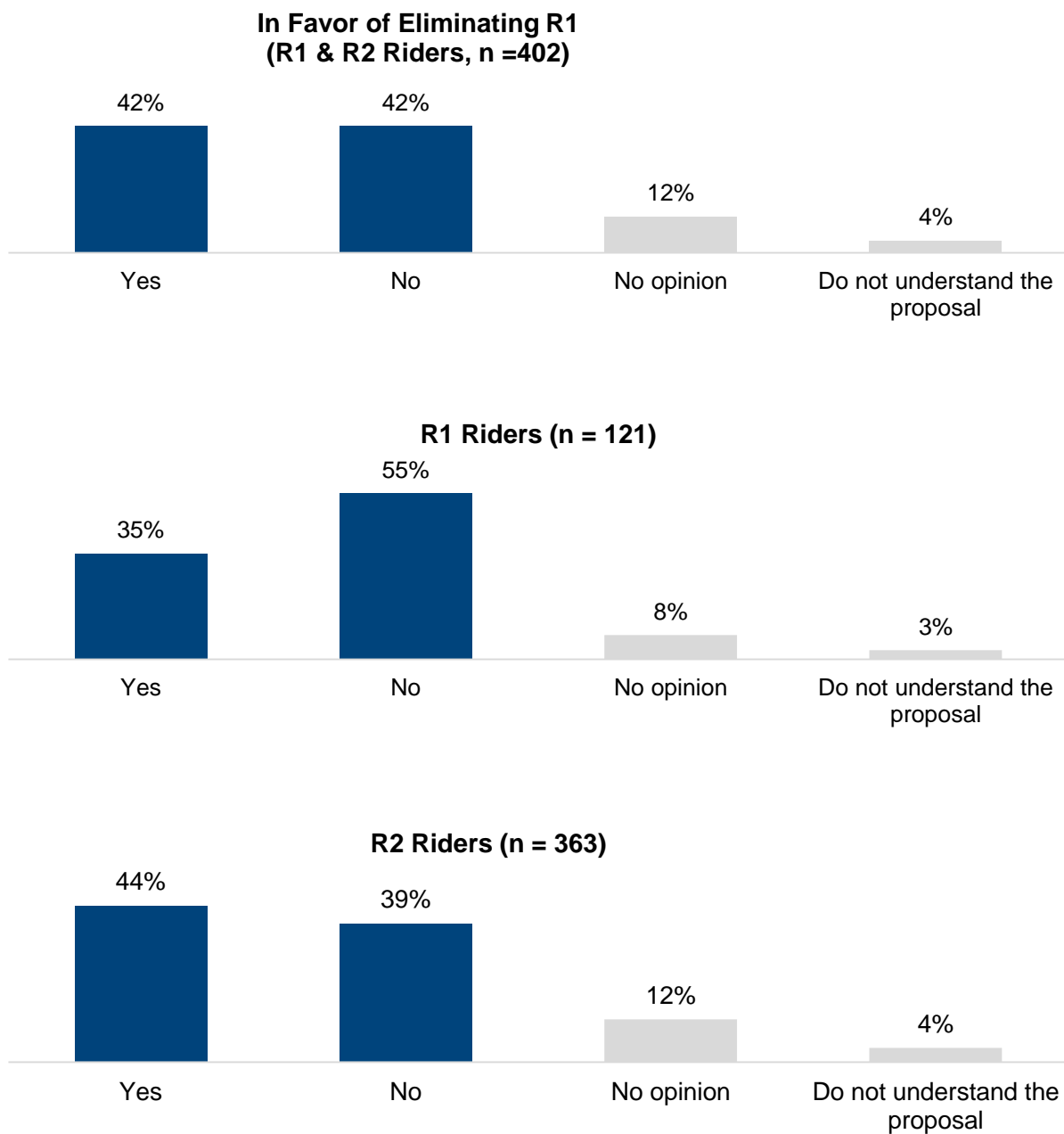
* (n=) number of responses

8.2 PROPOSAL #2: NEW RIGGS ROAD LINE ROUTE R2

The following graphs show riders have mixed interest on consolidating routes R1 and R2 into a new Route R2. Proposal #2 would eliminate Route R1 bus service. Route R1 riders do not want to lose their route while Route R2 riders are split because many of them would be impacted by the restructuring of the new Route R2. Of those surveyed, 56% of riders used bus stops that would be impacted by this proposal.

*Graphs: (n=) number of responses

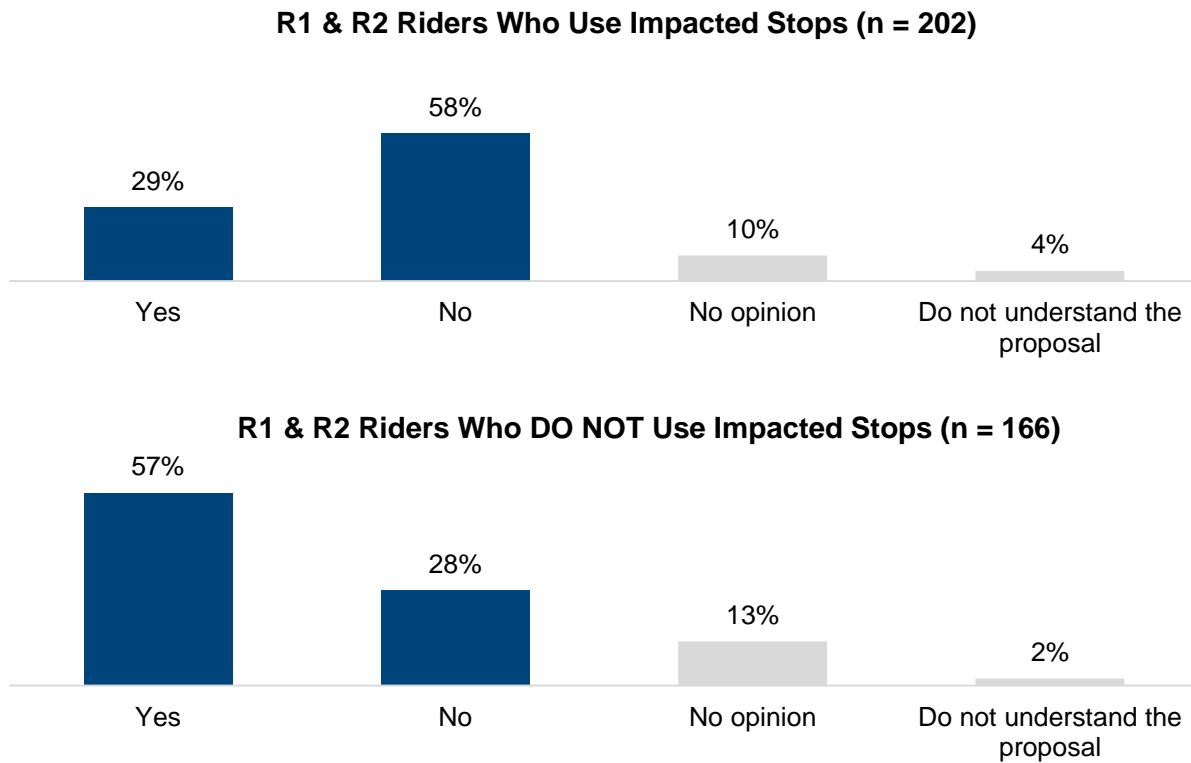
Figure 8 | Proposal #2 Feedback on Consolidating R1 and R2



Metrobus Service Evaluation Study:
Riggs Road Line (R1, R2)

The survey data also found that riders who use bus stops that would be impacted by consolidating the two routes are against the proposal. These two graphs show the data for riders who use bus stops that would be impacted and those that do not have bus stops that would be impacted. *Graphs: (n=) number of responses.

Figure 9 | Proposal #2 Continued Feedback on Consolidating R1 and R2



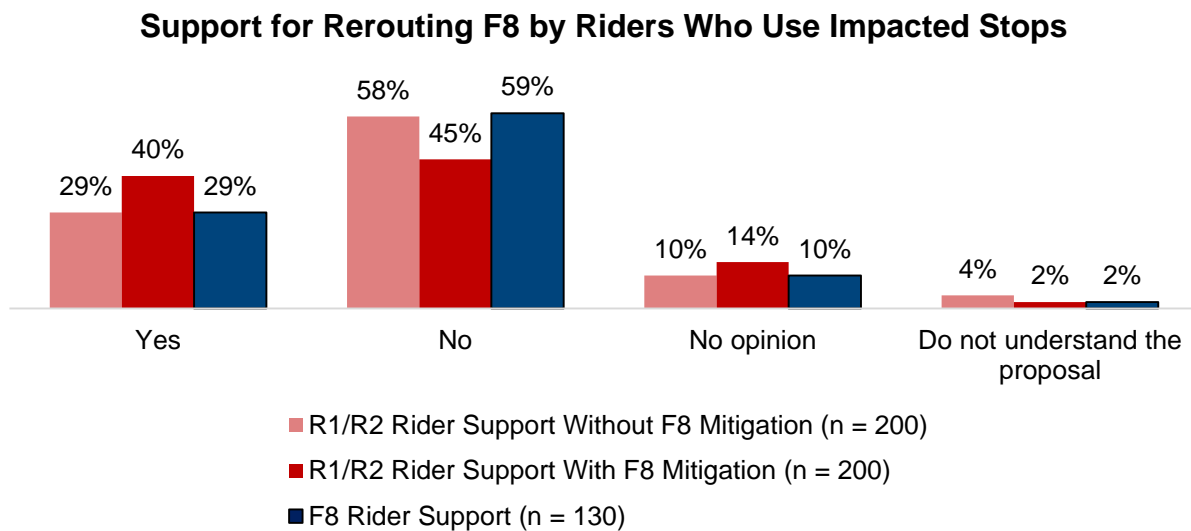
8.3 PROPOSAL #2-A: REROUTE ROUTE F8

Rerouting Route F8 works as a mitigation strategy for some route R1 and R2 riders, but Route F8 riders are against the proposal. Essentially, one problem is partially solved by creating an additional problem.

- Routes R1 and R2 riders against the proposal drops from 58% to 45% with Route F8 being rerouted to solve the issue of Route R2 service along 23rd Avenue.
- 59% of Route F8 riders are against their route being changed.

The graph below represents this data. *Graphs: (n=) number of responses.

Figure 10 | Proposal #2-A Feedback on Rerouting Route F8



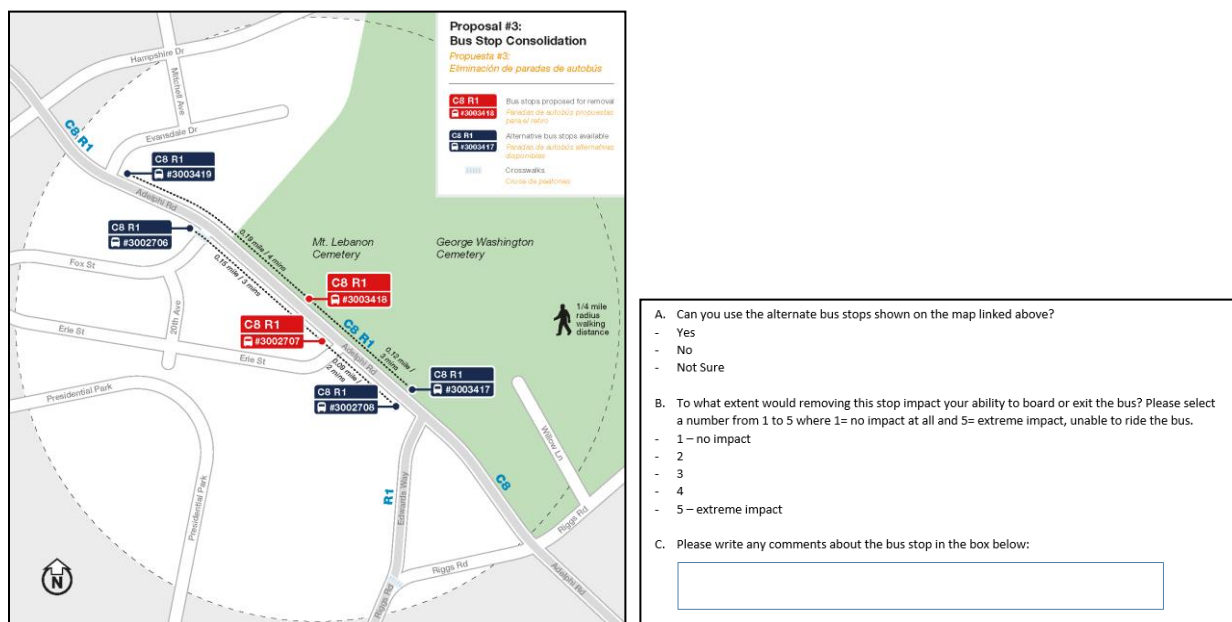
8.4 PROPOSAL #3: BUS STOP CONSOLIDATION

There were 26 bus stops along the route that were considered for removal because they were either close together or not used frequently. Feedback was collected via the online survey or over the phone through Metro’s Customer Relations department.

Because the sample sizes are so small, this feedback should only be used in conjunction with other information (e.g. number of customers who use the stop each day) when making decisions about bus stop eliminations.

To avoid having someone select all “no’s” on the survey when asked about bus stop consolidation stops, it was determined by the project team to have tailored signs at the bus stops under consideration that included a detailed map of the next closest bus stops and have riders go online or call WMATA’s Office of Customer Relations to provide feedback. The online webpage and online survey contained all the maps for every bus stop under consideration for removal.

Figure 11 | Proposal #3 Bus Stop Consolidation



Left: Map of one of the bus stop consolidation stops

Right: Image of the online survey questions for Proposal #3

Metrobus Service Evaluation Study:
Riggs Road Line (R1, R2)

Table 5 contains the feedback from riders about each stop. Total rider feedback per bus stop is listed in the last column; the yellow boxes indicate the stops with 10 or more responses.

Table 5 | Proposal #3 Feedback on Bus Stop Consolidation

Regional Bus Stop ID #	Location of Bus Stop	Routes Served	Riders Able to Use Alternate Bus Stops			Removing This Bus Stop Impacts My Ability to Use Metrobus					Total Number of Rider Feedback per Bus Stop
			Yes	No	Not Sure	1 No Impact	2	3	4	5 Extreme Impact	
1002680	RIGGS RD NE @ 6TH ST NE	R1,R2	6	4	1	4	0	2	0	5	11
3002410	ADELPHI RD @ 19TH AVE	C8,R1	3	6	1	0	2	1	1	6	10
3004277	23RD AVE @ LEWISDALE DR	R2	8	11	4	7	0	5	0	11	23
2000582	CHERRY HILL RD @ GRACEFIELD RD	R2	3	3	0	1	1	1	0	3	6
3002046	RIGGS RD @ AVALON PL	C4,R1	2	7	1	2	1	0	0	7	10
3002101	23RD AVE @ CHAPMAN RD	R2	4	4	1	4	0	0	0	5	9
3002462	POWDER MILL RD @ FLORAL DR	R2	5	6	3	2	2	2	1	7	14
3002508	CALVERTON BLVD @ 3808	R2	5	5	2	3	1	0	3	5	12
2000656	CALVERTON BLVD @ GRACEFIELD RD	R2	0	4	1	0	0	1	0	4	5
2000657	CALVERTON BLVD @ GRACEFIELD RD	Z6	1	3	1	0	1	1	0	3	5
2001128	CALVERTON BLVD @ CRAIGLAWN RD	R2	0	3	1	1	0	0	0	3	4
2001033	CALVERTON BLVD @ CRAIGLAWN RD	Z6	0	3	1	1	0	0	0	3	4
3002707	ADELPHI RD @ ERIE ST	C8,R1	2	3	2	1	1	1	0	4	7
3003418	ADELPHI RD @ ERIE ST	C8	2	3	1	1	1	0	0	4	6
3002470	POWDER MILL RD @ 3120	R2	2	3	0	1	0	0	0	4	5
3002472	POWDER MILL RD @ 3120	R2	1	3	0	1	0	0	0	3	4
3002439	RIGGS RD @ MISTLETOE PL	R2	1	3	1	1	0	0	1	3	5
3002437	RIGGS RD @ MISTLETOE PL	R2	0	3	1	1	0	0	0	3	4
3002426	RIGGS RD @ BUCK LODGE TER	R2	0	5	1	1	0	0	1	4	6
3002427	RIGGS RD @ BUCK LODGE TER	R2	0	5	1	1	0	0	1	4	6
3002260	RIGGS RD @ QUEBEC ST	R1,R2	2	4	1	3	0	0	0	4	7
3002262	RIGGS RD @ QUEBEC ST	R1,R2	3	4	1	3	1	0	0	4	8
3002104	RIGGS RD @ DREXEL ST	C4,R1	3	8	2	1	2	1	1	8	13
3002098	RIGGS RD @ DREXEL ST	C4,R1	6	7	1	4	1	1	0	8	14
3001792	RIGGS RD @ CHILLUM RD	R1,R2	8	8	2	4	3	2	1	8	18
3002714	RIGGS RD @ CHILLUM RD	R1,R2	9	9	2	5	3	1	1	10	20

9.0 Survey Demographics

With 630 surveys submitted, 69% of feedback was received from minority customers including 36% of respondents were of Hispanic/ Latin American origins. Low-income customers, those from households earning less than \$30,000 annually, represented 30% of feedback, this is likely undercounting low-income customers as 25% of survey respondents chose prefer not to answer in response to the income question. 93% of completed Spanish language surveys were collected through the paper survey tool which shows physical outreach continues to be important in gathering responses from Spanish speaking customers.
*Graph: (n=) number of responses.

Figure 12 | Routes Used by Riders

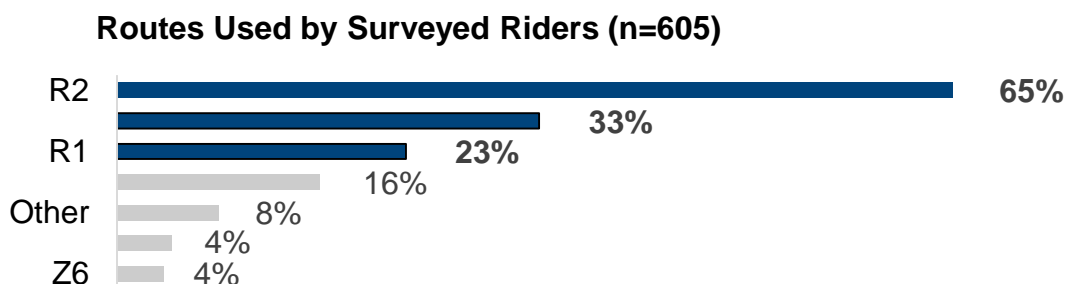


Table 6 | Demographic Questions and Responses

Demographics		
Demographic Questions	Number of Responses	% of Responses
Household Income		
Less than \$30,000	134	30%
More than \$30,000	203	45%
Prefer not to answer	113	25%
Hispanic or Latin American Origin		
Yes	184	36%
No	293	58%
Prefer not to answer	29	6%
Race		
African American or Black	229	53%
American Indian or Alaska Native	10	2%
Asian	20	5%
Native Hawaiian or other Pacific Islander	6	1%
White	67	16%
Other	51	12%
Prefer not to answer	64	15%

Appendix A: Riggs Road Line Written Comments

Proposal #1: Extend Route R2 beyond Calverton

Extending the R2 would be very beneficial to get to Laurel, Beltsville, and Greenbelt move conveniently.

Brand new route East-West College Park to Calverton Cherry Hill

I catch the bus every morning from Ft. Totten station to the Grant Center to go to work

I want the R2 to go back around PG and also stay Adelphi because I work at PG and also I mostly stay at Adelphi.

Proposal 1 could also become a new, separate routed. Instead of expanding route R2, Metro could restore eliminated R3 and add proposed R2 extension and combine them into a new Metrobus route that could also serve Laurel Lakes Apts & Laurel Regional Hospital (runs 7 day a week).

Excited about a connection to Marc (and thus BWI)!

Rather than extend the R2 to either Muirkirk or Greenbelt, extend the 86 instead to Muirkirk rather than that going to Calverton. Keep the R2 loop in Calverton. Also, extend the C4 from PG Plaza to College Park Metro and it can cover the F8 segment along Adelphi Road and provide seven day a week service to that area if the F8 was rerouted EW Hwy to 23rd Ave.

If service is extended to Muirkirk or Greenbelt I'd like there to be easy connection MARC (timed to arrive a few minutes before the train). Alternatively select buses run express to Greenbelt for easier Metrorail connections (Greenbelt Metro loop)

I don't take the R2 route often, but I still feel like having the second extension proposal happen. I would finally get to go to Beltsville from Calverton via public transportation. the more metro bus routes out there, the more places I can go.

Stopping the R2 route from going to Prince George's Plaza and replacing it with lewisdale loop was the most inconvenient and stupidest move metro has made in the 20 years I've been riding. Send the R2 to Prince George's plaza metro again or eliminate that useless lewisdale loop all together.

I am all for the extending the R2 past Calverton since there is a need for more service in the Beltsville/Greenbelt areas on one bus. Because the R2 runs frequently on weekdays, this would be helpful since service in the Beltsville area is minimum on the 89/89M lines.

The Muirkirk MARC Station is in a Bus 'desert' especially with the rerouting of Route 89 off of Muirkirk Meadows Road; the only bus servicing the station is the 'G' Bus which only runs hourly. A bus commute from my work (2800 Powder Mill Road) to Laurel can take three hours with the bad timing between R2-86-89 routes. A direct connection between the Muirkirk area (with the new construction of high density housing in the vicinity of the station) and the Calverton/DC Metro area would be well served by R2 especially during non-rush periods which is the only time that the Camden line operates (no trains daily between 9 a.m. and 3 p.m. and NONE on weekends/holidays).

I use the R2 from calverton along with many other riders to get from work to home. Making the change to greenbelt would not only delay service, it would cause many commuters the loss of a EXTREMELY critical bus. It takes me 2 hours to get home, please continue to provide us with reliable services without inconvenience to daily riders. This bus is usually very populated and used along the whole route. It services a mixed income group who rely on this route on a daily basis. Thank you for your service to the people.

Proposal #1: Extend Route R2 beyond Calverton

I also like the idea of having the bus services extending to Greenbelt station and the Marc. It would be nice to have Proposal 2 route with extension of the R2 service to Greenbelt/Marc stations as another option.

A bus is needed to go to the Hillandale Shopping Center area from Powder Mill Rd(R2)

Proposal 1 can also be proposed as a separate, new Metrobus route. Instead of extending route R2, Metro could take the proposed extensions and restore the eliminated Greenbelt-Prince George's Plaza line and merge them into a new bus line that would serve Laurel Lakes Apartments and the Laurel Regional Hospital. This new line would run 7 days a week and become the NEW R3: PG/Greenbelt-Laurel Lakes line. This line would give Metro both additional service along Adelphi Rd on weekends & allow Metro to expand service as it proposed for route R2, but as a separate new line. The NEW R3 may or may not serve Archives II along Adelphi Rd as the former R3 route provided.

Me gustavia que, tuviera una rutade bus parla New Haris pure asta Randoll re asta llegara, Glemont.

I would like for there to be a bus route to New Haris going all the way to Randoll, Glemont

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

If proposal 2 takes place a lot of people will be affected.

Keep the R1 and make it run more frequently

Just add the R2 buses because always late, think about F4 route the worse service ever.

Extend hours for R1. Do not cancel R1 Route. Respect Metzert Road Riders

R2 bus route already have so much issues like delays + no show of buses. These might affect us who goes to work

I wish the bus times were longer or extended on the weekends

It will make travel more easily

It is better to extend night service at least until 12:00 pm from Fort Totten. Frequency of arrival on weekends to be more one hour gap is too long.

I just think the R2 should run more often.

If the proposal to eliminate the R1 is successful, the R2 should run more often especially on the weekend.

In favor with the understanding that the number of buses running the new route will increase since there is an elimination of the 2nd route therefore eliminating those buses. Buses are way too overcrowded 6a-7am and 4p-5pm. Need more buses on these routes!

Only people who do not use the current R1 & R2 would consider these proposals. They all suck!! Eliminating the R1 would force me to walk up hill to Riggs Rd. It's bad enough the R1 doesn't run all day now you want to take it away from passengers that reside on Metzert Rd. Please leave R1 alone.

I'm against all of this proposals, metro took R5 & R3 they can't remove this R1

I know a lot of people who use the F8 for the location.

My main concern is times buses stop running. Some of the bus running times should extend because I feel some buses stop running to early.

Please keep the F8

Don't change it, that's my opinion

Why change the R2 bus line

We need it to run more often R1 & R2 buses

R2 should come more frequently in the mornings Ft. Totten bus either arrives at 8:15am or 9:00am

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

We need more reliable metrobus service more frequently and later bus ride on weekends

F8 is important to students because its the only way to get to PGCC fast and on time for class or work

This is the only bus that come through here. Please don't stop running it will be very hard to get around without this route 7 days a week #F8

First you all remove the R3 route from levisdale area to bring in the R2, now you want to remove the R2 for the F8! I go to college in DC taking the R2/80 to Trinity is more convenient and cheaper than the train and uber. The F8 barely helps now it stops running early and it will interfere with most people adjustments

I think its a perfect idea as long as I don't struggle keeping up with bus schedule and stuff like that

Whenever metrobus wants to save money, cut costs they immediately seek to impact and decrease the quality of the bus lines frequently by Blacks and Latino. The R1 & R2 do not come frequently enough, you need more of them not a merger

The route works fine for me, however any impromement I will work with

Please don't eliminate the R2 ???? its usual line because I depend on this line to get back and forth to work and home

Taking out the 23rd Ave is really a bad idea, I use it everyday. If you want to cut 23rd Ave. I recommend that instead of that you guys could put one R2 crossing there and another one ???. Like ones yes, one ???. A lot of people come off in that street

I use the R2 along 23rd Ave. everyday, taking away this route will cripple my means of getting where I need to go. This is the fastest and most direct route to Calverton so just let it stay as it is.

I take the F8 in order to go to school and home after school

Bus trip to short to answer, however extend the R2 Calverton service more frequently on Sat/Sun an run bus later

Keep the R1 and expand the hours and stop running early on weekdays.

Please consider the riders wait time and average trip time. Can the bus drivers handles the route changes at this capacity.

Extend R2 service weekends back to 2a Fri-Sat riders need for late dc shift. Return Sat/Sun R2 service frequency one hour wait are to long between runs especially when the xster points are not in service. A 40 minute is over 2 hour on Sunday. Set timing so bus could connect no miss each other by 8-12 minute then an hour wait is required for the next one

The R2 is by far the most unreliable bus route I've ever taken. Please check the stats on the on time arrivals for the R2. If anything is to be done on the Riggs Rd line increase the R1 route to include times other than peak hours. Relying solely on the R2 is a great disservice to ridership.

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

The new proposal to rid R2 service along Adelphi does not take into 23rd Ave. account weekend, and I need to get to Ft. Totten for work and the weekend as well. The buses run infrequently as it is and the proposal changes would make it inconvenient for everyone. Most riders are riding because it is the only affordable option to get around. The plan to merge R1 and R2 and extend the route is the best option but also unfavorable because that would mean a longer route and more longer wait time.

Sometime bus not come on time, R2 I have to go to college on time if it late, I have good problems with school

Please and please do away with 23rd St. for R2 add more buses we are tired of waiting for 30 mins for the next bus

Dependable for familiar riders. Thanks

I have nothing to say, but the thing that I would like you to work on is that R2 take to much time to pass by start from the afternoon

I want the R2 to go back around PG and also stay Adelphi because I work at PG and also I mostly stay at Adelphi.

Consider the students who live in 23rd neighborhoods who use R2 route to go to school and work. Especially if its only one bus that goes to both location. Please and Thank you

R2 should be changed to more of an express bus like how the 70 and 79 is

I like things as they are

Proposal 2A: Reroute of F8 doesn't work because F6 has NO weekend service, and the R3 route has already been reduced before being eliminated altogether. If F8 service on Adelphi Rd is eliminated, customers who rely on bus service along Adelphi Rd will have NO weekend service.

Proposal 2 (along 23rd Ave) doesn't work because The Bus route 18 has NO weekend service. Customers who rely on Route R2 on weekends would have NO service via The Bus or Metrobus.

Proposal 2 could work if R2 alternates between its current route and the proposed 'direct route' middays/weekends w/o eliminating R1

I do most of my grocery and personal needs during weekends. F6 should service on weekends to also replace F8. Sometime if I miss either F6 or F8 I'm ??? that another bus comes no, no, no!

Nothing more to say. Just get it done!

The R2 bus needs to run both more frequently and later on weekends. To have to wait an hour (or more if the bus is late) for the next bus, particularly in bad weather, is untenable. And having to pay \$25-30 for a taxi to get home from an evening event because there is no bus after 8pm on Saturdays is crazy. I also would like metro bus operators to have the authority to ask loud talkers to speak more quietly, out of respect for other passengers. Lastly please turn down the ac, especially when its only 65-75 degrees outside!

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

Fort Totten through 23rd Ave. is a relatively short duration route, via the R2. There should be some direct route bus, not requiring a transfer, especially for those already transferring from metro rail (which may include a rail transfer). Route elimination for many of us this could include 3 transfers which is extremely inconvenient and time confusing

That you guys will f@*& up service like you always do!

F8 is robbing Peter who lives on Adelphi Road to pay Paul who lives on 23rd ave. Do not take away F8 from Peter on Adelphi Road.

PLEASE ALLOW THE NEW F8 Bus route to be effective immediately that goes into 23rd ave ! Would be very convenient for me!

It is important that the bus is available for the elderly in the Riggs Park community.

Please increase the frequency of buses along the R2 route.

f8 serves the night school at Northwestern High School. f6 frequency is not enough for people coming/going to night school. People are going to be delayed getting to night school if there aren't two buses.

F8 is only bus that runs on weekends picking up at Adelphi and Tulane. This proposal is ridiculous and will affect many!

I need route F8 to remain the same because thats the rout i take to get to my college classes

I boar the F8 at Adelphi and Tulane and disembark across the street on Adelphi when I am going to and from the University of Maryland, I would prefer that it's route remains the same as it is the only direct route between Cheverly and the University of Maryland and I use it as a student.

I think the R1 should be kept because it allows faster transportation. I also believe the R2 needs to improve in times because sometimes it's late or does not arrive leaving people stranded or frustrated. Time adjustment needs to be looked at and fixed.

If F8 is removed, there would be no weekends service on Adelphi road. F6 does not operate weekends. FIRST does operate and is useful to getting to PG plaza or beyond.

Consolidate lines, but please increase the frequency of bus departures from metro rail statuons

Please do not take away bus service from PG Plaza to Northwester HS, University Hills, University Park, and the west campus of UMD, which are all served by the F8 on Adelphi Road. Please add a Captiol BikeShare rack at PG Plaza metro and also at Northwestern High School.

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

F6 does not have a good frequency to for Adelphi Road to be the single bus at rush hour. F6 is a feeder to PG Plaza Metro Station. Proposal 2A does not consider the Adelphi Road as a main corridor, when it serves the closest route to Green Line from U of MD University College.

I don't take the R2 route often, but I still feel like having the second extension proposal happen. I would finally get to go to Beltsville from Calverton via public transportation. the more metro bus routes out there, the more places I can go.

The F8 allows me to easily get to the doctors and shops at prince georges plaza from my house. Rerouting the bus will cause inconvenience especially if the bus northbound no longer stops at 25th ave

I am strongly opposed to eliminating F8 service on Adelphi Road. We have already lost the R3, and the F8 is the only bus with weekend service. This area is not served by TheBus and our transit options are limited.

I read about the idea to consolidate R1 and R2 service. This is a bad idea for several reasons related to safety, convenience, and congestion. The simpler solution would be to increase bus service to the R2 route. If you look at the bus stop at Ft Totten between 5-7 pm in weekdays, you will see many passengers lined up waiting for one of the R2 buses to show up. Bus service isn't at set intervals or frequent enough - with people waiting for upwards of 20 minutes for a bus sometimes during or immediately after the afternoon rush hour. Here are three specific why changing the R2 route as planned is a bad idea:

1. R2 services 23rd Avenue, which has many homes with elderly folks and children who use the bus (as well as able bodied people, of course) . If they had to walk to Riggs road instead, it would be difficult as most of that trip is a steep uphill climb. This would become especially dangerous around winter. Road conditions aren't great at the best of times, but cold weather and potential snow really exacerbates problems.
2. Riggs road is a dangerous road to cross if you are attempting to catch a southbound bus. There are frequent near misses, emergency responders, and other unpredictable events that make the road difficult to cross, even when the lights are in your favor. For the residents along 23rd Avenue, it is a much safer path to wait for an R2 at its current location. For example, if you live in Woodberry St or Amherst Rd, the only option you have to cross the road southbound to Ft Totten is at East West Highway. The Amherst Rd outlet into Riggs Rd does not have a pedestrian crossing option. Effectively, more passengers would be put in danger by either trying to cross at Amherst Rd by jaywalking or would no longer take the bus, as the walk from Woodberry or Amherst to the Riggs Rd/East West Highway Junction is a long walk for many people, especially as it's steep uphill for a good part. For those who are able to cross at East West and Riggs, all you need to do is visit the intersection or talk with bus drivers who go along the route and ask how patient car drivers are with pedestrians trying to cross that intersection. This is doubly true for elder and younger passengers who may not walk through as fast.
3. During rush hours, Riggs Rd becomes incredibly congested, especially by East West Highway. Going out to a bus stop on Riggs Rd is already difficult for the reasons above, but imagine being unable to predict when buses are arriving. The real time estimate is useless during heavy traffic - sometimes '1 minute' takes 4 minutes to complete, other times, a bus jumps from 10 minutes away to 5 minutes away in one or two refreshes. It's hard to predict when to be out waiting for a bus when the bus stop is 5 minutes away. If the bus stop is going to be 15-20 minutes away, many passengers will miss the bus.

If this plan does go through, I will stop using metrobus services - I am privileged enough to afford driving to Ft Totten or using car share services. However, my neighbors may not be as fortunate and so it is important that this does not become a reality. Instead, increase bus service and consider having the R2 follow the F6 route to avoid some traffic in Riggs Road, which is really bad during the morning rush hour going southbound.

Thank you for accepting feedback. I trust that these concerns will be taken seriously and the appropriate planners will be able to review this.

Don't reduce frequency of buses, especially during rush hour

Please don't eliminate the R1 bus route. This bus route is imperative for us who live on Metzert Rd.

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

I am an older woman who cannot walk up the large hills on Metzerott Rd and without the R1/R2 on Metzerott Rd coming in front of where I live, Presidential Towers, I will have to find another way to get to work.

Stopping the R2 route from going to Prince George's Plaza and replacing it with lewisdale loop was the most inconvenient and stupidest move metro has made in the 20 years I've been riding. Send the R2 to Prince George's plaza metro again or eliminate that useless lewisdale loop all together.

The best thing that you can do for this line is increasing the frequency of service. Right now there is a 35 minute gap between buses so a missed transfer means that you're stuck waiting for half an hour.

Reroute of F8 does not consider Adelphi Road to Prince George's Plaza Metro Station, Green Line R3 was previously eliminated. This corridor will be left with one route of F6 at 30 minute intervals which makes hopping the bus to metro increasingly difficult. By rerouting F8, the service is severely limited on Adelphi Road to Prince George Plaza Metro.

leave the f8 as is

Please do not eliminate the F8 route that connects PGP and PG Metro station, Adelphi Road, and UMD campus in College Park. This route serves residents in University Park, University Hills and homes along Adelphi Road. The F8 route gets these residents to the PG Metro station on the Green Line, and it also allows UMD students in rentals to reach campus for work and school. Lastly, the area around UMD campus has been designated a 'food desert' for lack of options to obtain groceries and fresh produce, the link with shopping areas around PG Plaza is crucial. I see students use it all the time. Yes, there is a campus bus service operated by UMD that coincides with part of the F8 route, BUT UMD transportation attempted to eliminate that route several years ago. Having redundant routes in place ensures adequate transit options for the area when agencies like WMATA and UMD Transportation Dept. periodically consider eliminating or re-routing lines like the F8.

Needs to be revisited again.

It won't affect me as long as the bus still goes to calverton Blvd from ft totten. If you remove the 23rd street it will be a faster trip for me so I'm in favor of that. I have a long commute coming from northern Virginia and I don't want any change that makes my trip longer.

While I support consolidating R2, I think the R1 has real use being a commuter-friendly 'express' line around the apartment complexes in Adelphi. Metzerott Rd between Riggs and New Hampshire is very hilly and not very pleasant on either side of the street (and in the winter can be impossibly icy at times). While the UM shuttle is nice, not everyone in this area is a UM student. There should be more MetroBus service along Metzerott Rd, not less.

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

Keep R2 bus route the way it is. People ride the bus because it is the most affordable option. Cancelling bus routes for working class people who depend on it to get to work, especially on the weekend or those who make lower wages is a terrible idea. I do not favor any of these proposals for the following reasons:

Proposal to consolidate R1 and expand R2 would mean more crowded buses and a longer commute everyday. Metro is already infrequent as it is. This would leave bus riders more vulnerable to the weather conditions and have longer wait times

Proposal 2 would eliminate service in my neighborhood, forcing me to walk far out just to catch a bus to get to work. TheBus18 doesn't run on the weekends, and already is sporadic with their pick up times. It would only get worse if this proposal were to be put in place.

Proposal 3 is terrible because the F8 bus route won't even go to Ft Totten so it is inconvenient and unpractical for those who rely on it for connections to the red/green line.

If the R1 route is eliminated then the R2 line must become more efficient. Also plan for crowded buses especially in the morning and evening during rush peak hours. The R2 bus is currently extremely unreliable which in turn leads to frustrated riders and friction with WMATA drivers and supervisors, who also do not reflect the best customer service.

I pray that when the R1 is discontinued that the R2 runs are more frequent. I normally enter the R1 bus in the morning approximately 8 am at Riggs Rd and Keokee St. Anytime after 8 am it is a hit or miss on whether the bus will come or not. I don't have to arrive to work until 11 am but if I am not at the bus stop at 8 am I can cancel Christmas and New Years because the bus is not coming. I believe the rush hour buses should run 15-20 min apart and non rush hour buses 30 min apart. There are a lot of patrons that ride this bus throughout the day. I am so happy that you are stopping runs going to 23rd parkway because that run gives me anxiety because it sometimes takes longer to get to Fort Totten. Thank you for your continued service it is very much appreciated.

The Metrobus routes in our community - R1 R2 F4 F8 - serve low-income and minority populations, so this survey touches on issues of environmental justice. Many riders of the R1 R2 F4 F8 are transit dependent. We need Metro to prioritize service on these bus routes so frequency and reliability are enhanced and increased....especially considering that late night Metrorail service is unavailable to allow time for safety crews to complete important projects. Also -- Personal safety is a consideration near the R1 R2 F4 F8 routes (e.g., muggings); these riders need to board and alight as close to their destinations as possible.

Please don't reroute F8 in Adelphi Rd. There are only 2 buses but one is not in service on the weekends. It means F8 is the only option to take during the weekends. I heard a lot of complaints from my neighbors that this proposal is insane and cruel for people who take F8 to go to work. Can you imagine how elderly people get to their work if there are no buses? It's directly related to their living and even further their health problems. In addition, as you are well aware of, most of the residents living in these neighborhoods are (grad)students so they don't have cars. So F8 MUST keep offering services in Adelphi Rd!!!

Please don't remove the bus system from 23rd Avenue, there are a lot of people who use this system as there main mode of transportation in Lewisdale.

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

I would like to see R1 or R2 would run rush hour schedule a little later in the evening. Often I get to Fort Totten after 6:15 pm and find the frequency of buses goes from every ten minutes to every 45 minutes (R1 stops running). It's a real drag to have to wait for 45 minutes (I end up walking). You almost have to leave work at 4:30 p.m. (very early!) to make the last R1 bus.

The R1 loop is densely populated. Pushing people to Riggs road or New Hampshire avenue, especially during the school year, will cause problems.

The bus route shouldn't be removed off of 23rd AVE. There are numerous of people that catch the bus at 23rd AVE to get to Forttotten Station for work and school. The R2 is already convenient, removing it would complicate our ways of transportation drastically. This is the main bus I use to get to school since the 7th grade and now in the 11th grade. The R2 has always helped me travel to school and other places. I know I would be speaking for the entire 23rd AVE in saying that the R2 is so important to us .

If the F8 service is taken away from Adelphi Road north of Prince George's Plaza then the only bus along there will be the F6, which doesn't run very often and has no service at all on Saturdays and Sundays. Both Northwestern High School and the University of Maryland are located along this section, so it seems like it should have better coverage. The R3 has already been eliminated from this stretch, and taking away the F8 as well would just make the service there even worse. Many thanks for giving me the opportunity to provide some input.

Please add more weekend service for the R2 line

The R2 is the only bus I can depend on to get to Calverton via 23rd Avenue. Taking away this route will make it hard to get this bus and would require a lot of additional walking to reach the closest R2 bus stop. Plus it runs every hour on the weekends making it even more difficult to take the R2 from where I live. Kindly let the R2 remain as it is.

I understand the need to make changes but changing the R2 and F8 routes could create problems. Not everyone can walk from 23rd Avenue to Riggs Road. I walk approximately 6 minutes from my home to 23rd Avenue and Drexel Street but catching the C4 or R2 on Riggs Road would mean walking closer to 10 minutes. The cost to catch the F8 to Mall at PG and then the green line would increase the cost of one trip. For some passengers, walking outside of their home and catching the R2 costs less than riding the F8 and paying the higher cost to catch the green line. Along the 23rd Avenue route are two passengers in wheel chairs who would have a hard time making it up hills to get to Riggs Road as well as crossing that busy street. Traffic on Riggs Road at any time of day is very busy and crossing the street (with no cross walks in existence) is a tricky.

it does not affect me that much but it could have.

I work two jobs and without the F8 running down Adelphi road I will be severely impacted on my way to work ESPECIALLY on the weekends when only the F8 is running. Please keep the F8. And the F6.

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

I use the R2 from calverton along with many other riders to get from work to home. Making the change to greenbelt would not only delay service, it would cause many commuters the loss of a EXTREMELY critical bus. It takes me 2 hours to get home, please continue to provide us with reliable services without inconvenience to daily riders. This bus is usually very populated and used along the whole route. It services a mixed income group who rely on this route on a daily basis. Thank you for your service to the people.

Plesae not not eliminate the R1 bus stops on Metzertott Road. Contrary to the information in the Survey, this would leave the stretch of road without bus access. The Shuttle UM bus that stops here (the 108) requires a Student ID to board, so regular citizens and working families are out of luck. You can confirm this at UMD's website

<https://transportation.umd.edu/shuttle-um>

Even if we could board it, the bus only runs on an hourly basis starting at 7 AM! I have to catch the R1 at 6:25 in order to get to work on time.

You may also think that the R2 stop at Riggs and Metzertott or the K6 stop at Captain Ames Drive could provide access- the problem with those is that the topography of the road here means that there are steep uphill climbs to either of those stops. I use a cane and even on a good day could barely make the climb up to Riggs road, I can't imagine how my neighbors in wheelchairs (of which I know three just in my building) would do it. I also know that there are several elderly residents in my building, which you may get some indication of by the MetroAccess usage in this area.

I would also like to make certain that you are aware that the short stretch of road actually contain four large multifamily complexes. Presidential Towers alone is 400 units!

To sum up, please, I'm begging you, don't eliminate the stops on Metzertott Road. you will be eliminating Metrobus access for hundreds of people.

Metro should not eliminate the R1. The R1 is not a full service route. Its operation is already limited to peak times, Monday -Friday. Removing the R1 places a greater burden on the residents whom live on Metzertott road, requiring residents to travel a greater distance to reach a serviceable stop in rain, sleet, snow and darkness.

I like that proposal 2A will reroute and have the other buses cover the routes that R2 would no longer cover. However, the R1 functioned more like a rush-hour bus service because it was only available during peak hours and it ran only in that one direction during peak (to DC in AM and to MD in PM). So with the elimination of the R1 would that mean that the R2 service would be more frequent during those rush hour times? I also like the idea of having the bus services extending to Greenbelt station and the Marc. It would be nice to have Proposal 2 route with extension of the R2 service to Greenbelt/Marc stations as another option.

I have been disappointed with R1 service for the later part of 2018 because of lateness and sometimes no-show of the R1, but I have voiced my concern with that issue with WMATA. Removing the R1 and R2 service to certain bus stops would greatly impact my fellow co-riders during the morning and evening commute. I have seen changes in bus routes in the past, but this proposal marks a cause for concern for large of amount of R1 and R2 commuters. Thank you!

I think you should continue the Adelphi loop or have another route take it's place.

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

It was already a huge impact on us several years ago with the rerouting of the R2/R1 and elimination of the R3. The R2 no longer services PG Plaza. On the weekends you have to walk down the street to catch the R2 if you want to go straight to the Red Line at Fort Totten or to Calverton. We really use and highly depend on the R1 on this line.

Proposal 3 is a TOTAL LOSER, especially for elderly riders who need the stops considered for removal. Elderly bus riders may not be able to get to another stop quick enough to catch a bus, so the existing stops are needed. Proposal 2-A is not a good proposal because F8 buses provide service on Adelphi Rd. 7 days a week. If F8 buses are rerouted, there will be LESS service on weekdays and NO service on weekends since there are NO F6 buses on weekends or R3 service due to that route being eliminated. An alternative for proposal 2-A is to leave F8 buses as is and create a new MetroExtra route along 23rd Ave during the proposed reroute segment to Prince George's Plaza during AM & PM rush.

Proposal 2 doesn't work as proposed because along 23rd Ave, there is NO service of TheBus route 18 on weekends. If R2 buses are no longer serving that point of the route, there would be NO weekend service (TheBus or Metrobus). Proposal 2 could work if Metro alternated service of route R2 between its current route and the proposed 'direct' route during middays, evenings and weekends. Route R1 would still run during the AM & PM rush periods and a new MetroExtra route would supplement service along 23rd Ave along with the reduced number of R2 buses during those periods (every other R2 bus would take the proposed 'direct' route).

Keep the R1 and R2 routes as they are and focus on bus timeliness and new riders will realize the value of using the bus instead of their cars. For example, I have a car; but, the R2 loop (Calverton Blvd, PLUM ORCHARD DR + BROADBIRCH DR, Cherry Hill road) also provides me easy access to three additional shopping centers, two medical facilities, home depot, a hotel, nursing home, other apartment/condos, and gov facilities .

I am particularly concerned about the weekday frequency of the R1/R2 routes changing since buses are packed by the time the bus gets to Riggs & Chillum Roads in the morning and fairly filled at Fort Totten in the evening. The hours should also be extended heading to Calverton since the R2 is also packed during the 10:45pm trip (the last weekday night run).

Removal of the R2 bus line would adversely affect my commute to work. The F8 would add more time to it since myself and others will need to transfer to the red line anyway. In the past, it was great when the R3 ran exclusively through 23rd Ave to PG Plaza Station and Fort Totten. I realize The Bus has made up for access to PG Plaza Station but, it doesn't run on weekends making it a problem not a boon to the Lewisdale community.

Customer states that she takes the F8/Cheverly daily and on weekends to work. She just found out that there is a proposal to end the F8 route. She states that she would not have a way to get to work. The F6 is there but does not operate on weekends. She does not own a cell phone. She is pleading that the F8 service is not discontinued.

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

Ending service on the R1 Metzerott Road, New Hampshire Avenue, Adelphi Road "loop" would be a disservice. We do rely on this route during the morning and evening rush hours. I personally find it extremely convenient where I can board and depart from the bus outside of my apartment complex safely. I take the R1 from Adelphi Road to Fort Totten where I catch the red line to and from work, again convenience. I don't see why the loop has to be eliminated when it's just during the morning and evening rush hours. It was suggested that if the loop was eliminated passengers have the option of walking to either the R2 bus stops or the K6 bus stops. I don't find the convenience in this. For those who live on Metzerott Road they would have to walk up and down two hills. Some of the passengers may have a hard time walking up or down Metzerott. I feel ending the loop is a small thing. As far as riding the R2 to Greenbelt, I'm not interested. Leave the R1 as it is, WITH the loop!!!

voy a la iglesia st. mark y me sirve f8. seria triste si van a eliminar f8 por adelphi.

I go to St. Mark's church and F8 services my area. It would be a shame for them to eliminate F8 on Adelphi.

Mi familia y yo usamos este autobús todos los días. *My family and I use this bus every day.*

no me gusta el plan para ruta greenbelt porque no me sirve. El Greenbelt plan no sirve a la gentes hispanos o otras que viven en adelphi y calverton y hyattsville. Confiamos en esta ruta actual.

I don't like the plan for the Greenbelt route because it doesn't service my area. The Greenbelt plan doesn't serve the Hispanic people and others who live in Adelphi and Calverton and Hyattsville. We rely on this current route.

No deberían de eliminar la ruta R1 ya que a la personas que vivimos en la Adelphi se nos es accesible ya que en la ruta K6 hay que cruzar la New Hampshire y es una calle peligrosa donde se dan muchos accidentes y el R2 está retirado caminar máxime en es días de nevada donde las calles estas extremadamente peligrosas para caminar

They shouldn't eliminate route R1 since it's accessible for us who live in Adelphi; on the K6 route you have to cross New Hampshire which is a dangerous street where there are a lot of accidents and the R2 is out of the way to walk, especially on these snowy days where the streets are extremely dangerous to walk on.

Estares sastifechos de que la ruta R2 mejore porque eh pasado muchos dolores de cabeza esperando que la ruta R2 tenga un horario correcto porque nunca pasa al ahora correcta

I would be pleased if the R2 route were improved because I've had a lot of headaches waiting for the R2 route to be on the right schedule because it never comes at the right time.

El bus que mas se tarde imaginen estos cambios en la semana en mi horario de trabajo el R2 cada dia hay un horario diferente me hace llegar tarde y siempre pierdo el bus un dia tarde otro dia tardisimo un dia mas temprano realmente la real M...

This bus is always the latest; imagine these changes during the week on my work schedule. The R2 has a different schedule every day; it makes me late and I always miss the bus. One day it's late, the next day it's super late, the next day it's early. It's really the real M...

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

Bueno a mi en lo personal no me afecta para nada este cambio, pero pasa que hoy en dia se estan demorando con los horarios de salida de la R2 por que a veces el bus no se hace presente al a hora que le toca salir de Md.

Well for me personally this change doesn't affect me at all, but these days the R2 departure times have been delayed because sometimes the bus doesn't show up at the time it's supposed to leave Md.

La ruta R2 no tiene horarios constantes especialmente los fines de semana o despues de las 5 pm y estoy a favor de la propuesta 2.

The R2 route doesn't have consistent schedules, especially on weekends or after 5pm; I am in favor of proposal 2.

No seria bueno los cambios. La ruta que existe-ahora esta bien. Los cambios complicarían mas mi transporte.

The changes would not be good. The existing route now is good. The changes would make my transportation more complicated.

Necesitamos que el R2 cumpla con el horario, porque han habido veces que no pasa. Por favor mejoren el servicio.

We need the R2 to follow the schedule, because there have been times that it does not come. Please improve the service.

Me afectaria mucho porque el recorrido Seria mus tardado y de por si el R2 no son puntuale ni con la hora.

It would affect me greatly because the route would be more delayed and the R2 already isn't on schedule

Yo no quiero que quiteu la linea R1 porque es lor ma rapida ruta manna mejor ceria que las dos lineas Sean Purituales eil sus horarios ride mas exigeucia por es eu sus idas geue des agradesto por muz nesesa.

I don't want them to stop the R1 line because it's the fastest route it would be better for both lines to be on schedule; more exactness in their departures; I would appreciate it

Para mi que siga asi porque me sale, Bien paro mi Trabajo gracias.

For me I would want it to stay the same because this works well for my work, thanks

El bus F8 tendria que pasar mas seguido tarda mucho tienen que mejorar mas el servicio gracias.

The F8 bus would have to come more regularly; it's very late. They have to improve the service more, thanks.

Me justaria que no combinaran el bus porque seria muy confuse y tardoria mas en llegar a mi destino.

I would like for them not to combine the buses because it would be very confusing and it would take longer to get to my destination.

Que pase 23 Ave. Pass by 23rd Ave.

Yo pienso que estoy a favor deque la linea R1 & R2 se unieran y no eliminaran ninguna bus stop de la R1.

I think I am in favor of lines R1 and R2 combining and not eliminating any bus stops from R1 .

Proposal #2: New Riggs Road Line Route R2 & Proposal #2-A: Reroute Route F8

el R1 pase mas seguido. *For the R1 to come more regularly*

Keep the R1 and make it run more frequently

Me Parece bien que la Rutas R1 & R2 se uniran pero sin eliminar ninguna bustop de la R1.

I think it would be good for the R1 and R2 routes to combine but without eliminating any bus stops from the R1.

No estoy de acuerdo en que cambien la ruta R2 de la 23 ave. *I don't agree with changing the R2 from 23rd Ave.*

Non, il faut pas changer, parce que nous avons que le R11 et le R2 qui passent la bas et sur l'autre rue nous avons plusieurs bus qui empruntent cette voie (C4, C2, F8). Le samedi et le dimanche nous avons les problèmes de trafic sur cette voie déjà.

No, things must not change as we only have the R1 and R2 that pass by and there are already other buses that use the other street (C4, C2, F8). On Saturdays and Sundays, there already are traffic congestions

Proposal #3: Bus Stop Consolidation

I prefer the Bus stop @ PaWN-Shop (King) In Bladensburg, Md. be removal due to heavy traffic @ Peace Cross.

Please do not eliminate the bus stop at Powder Mill Rd. and Floral Dr. on the R2.

Proposal #3 is a total loser! Eliminating/consolidating stops is a bad idea, especially for the elderly who may not be able to walk to next stop if the existing stop is removed.

Please do not remove bus stop #3002462

Please do not eliminate bus stop #3002462 on the R2 line

F8 is robbing Peter who lives on Adelphi Road to pay Paul who lives on 23rd ave. Do not take away F8 from Peter on Adelphi Road.

PLEASE ALLOW THE NEW F8 Bus route to be effective immediately that goes into 23rd ave ! Would be very convenient for me!

It is important that the bus is available for the elderly in the Riggs Park community.

removing bus stops would greatly impact those with mobility or traveling with small children. it would make it harder to be a a stop when the bus goes of schedule and pulls off when a person is running for the bus

Please do not take away bus service from PG Plaza to Northwester HS, University Hills, University Park, and the west campus of UMD, which are all served by the F8 on Adelphi Road. Please add a Captiol BikeShare rack at PG Plaza metro and also at Northwestern High School.

Please consider eliminating the stop at High Point High School.
The atmosphere caused by the students is obnoxious, loud and filled with obscenities.
There have been fights that are caused by the students.

I am an older woman who cannot walk up the large hills on Metzerott Rd and without the R1/R2 on Metzerott Rd coming in front of where I live, Presidential Towers, I will have to find another way to get to work.

The Metrobus routes in our community - R1 R2 F4 F8 - serve low-income and minority populations, so this survey touches on issues of environmental justice. Many riders of the R1 R2 F4 F8 are transit dependent. We need Metro to prioritize service on these bus routes so frequency and reliability are enhanced and increased....especially considering that late night Metrorail service is unavailable to allow time for safety crews to complete important projects. Also -- Personal safety is a consideration near the R1 R2 F4 F8 routes (e.g., muggings); these riders need to board and alight as close to their destinations as possible.

Eliminating the Riggs & Chillum Roads stops affect a good number of passengers and do not need to inconvenience other riders.

I will be happy if Bucklodge Terrace on route R2 not removed because it is the closest to my job and removing it will lead to my lateness which will affect my job.

Proposal #3: Bus Stop Consolidation

It affect a lot of people who is not able to walk so far to a bus stop. And it dangerous out so early in the morning try to catch a bus when have to get on the green line to go work

Plesae not not eliminate the R1 bus stops on Metzerott Road. Contrary to the information in the Survey, this would leave the stretch of road without bus access. The Shuttle UM bus that stops here (the 108) requires a Student ID to board, so regular citizens and working families are out of luck. You can confirm this at UMD's website

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You may also think that the R2 stop at Riggs and Metzerott or the K6 stop at Captain Ames Drive could provide access- the problem with those is that the topography of the road here means that there are steep uphill climbs to either of those stops. I use a cane and even on a good day could barely make the climb up to Riggs road, I can't imagine how my neighbors in wheelchairs (of which I know three just in my building) would do it. I also know that there are several elderly residents in my building, which you may get some indication of by the MetroAccess usage in this area.

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To sum up, please, I'm begging you, don't eliminate the stops on Metzerott Road. you will be eliminating Metrobus access for hundreds of people.

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I think you should continue the Adelphi loop or have another route take it's place.

It was already a huge impact on us several years ago with the rerouting of the R2/R1 and elimination of the R3. The R2 no longer services PG Plaza. On the weekends you have to walk down the street to catch the R2 if you want to go straight to the Red Line at Fort Totten or to Calverton. We really use and highly depend on the R1 on this line.

Proposal 3 is a TOTAL LOSER, especially for elderly riders who need the stops considered for removal. Elderly bus riders may not be able to get to another stop quick enough to catch a bus, so the existing stops are needed.

Keep the R1 and R2 routes as they are and focus on bus timeliness and new riders will realize the value of using the bus instead of their cars. For example, I have a car; but, the R2 loop (Calverton Blvd, PLUM ORCHARD DR + BROADBIRCH DR, Cherry Hill road) also provides me easy access to three additional shopping centers, two medical facilities, home depot, a hotel, nursing home, other apartment/condos, and gov facilities .

Yo pienso que estoy a favor deque la linea R1 & R2 se unieran y no eliminaran ninguna bus stop de la R1.

I think I am in favor of lines R1 and R2 combining and not eliminating any bus stops from R1.

Other Comments

I wish the bus times were longer or extended on the weekends

From T.House I love y'all

Bus C8 doesn't respect 8:15 pm schedule on weekdays

I am happy with metro services in general.

The R1 and R2 bus is late too much. Not enough buses through rush hour.

My main concern is times buses stop running. Some of the bus running times should extend because I feel some buses stop running to early.

K6 to go through White Oaks

We need it to run more often R1 & R2 buses

Drivers with better attitude, Most of these drivers forget they are providing a service for which the riders pay for.

This was very helpful and considerate, Thanks for reaching out keep up the good work

I think its a perfect idea as long as I don't struggle keeping up with bus schedule and stuff like that

Start back the R2 service to PG Plaza you guys stopped over 3 years ago, bring back the Greenbelt to 1p & 3p R2 weekends service, you stopped and metro early shutting down on weekends. Security people can leave DC and get back home as your early service cuts stop ???

Very rude drivers, terrible customer service

Nothing more to say. Just get it done!

f8 serves the night school at Northwestern High School. f6 frequency is not enough for people coming/going to night school. People are going to be delayed getting to night school if there aren't two buses.

Don't reduce frequency of buses, especially during rush hour

The Metrobus routes in our community - R1 R2 F4 F8 - serve low-income and minority populations, so this survey touches on issues of environmental justice. Many riders of the R1 R2 F4 F8 are transit dependent. We need Metro to prioritize service on these bus routes so frequency and reliability are enhanced and increased....especially considering that late night Metrorail service is unavailable to allow time for safety crews to complete important projects. Also -- Personal safety is a consideration near the R1 R2 F4 F8 routes (e.g., muggings); these riders need to board and alight as close to their destinations as possible.

The R1 loop is densely populated. Pushing people to Riggs road or New Hampshire avenue, especially during the school year, will cause problems.

Please add more weekend service for the R2 line

it does not affect me that much but it could have.

Other Comments

I noticed you are suggesting R2 changes from signs posted at the stops but I went to the website and all that is too technical for me so I am sending my suggestions here. I ride the R2 to Z6 to J1/2 every weekday at 5 am then home at 11 am but coming home I take the train from Silver Spring to Fort Totten to get the R2 home to Calverton. My main issue is not the stops but the scheduling. These buses run every 30 mins and I think they should run far more often like every 15 mins. These buses are always full so ridership is there but I always have to wait at least 22-27 in the morning or coming home with coming home waiting to Fort Totten being the worse. Please consider having more frequency. Thank you.

que las rutas de buses sean mas seguidas mucho se espera en el frio

For the bus routes to be more regular; we wait in the cold a lot.

R2 necesita correr mas seguido mas rapido. *R2 needs to run more regularly and faster.*

Que no pasen tarde. *Not to come late.*

los qutobuses se retrcisan mucho. *The buses are delayed a lot*

El F8 necesita ser mas seguido. *The F8 needs to be more regular.*

Que el bus corra mas seguido du rante la manana.

For the bus to run more regularly in the morning

Que pasex a la hora del horario a veses pasan 2 seguidos no cumbio.

Come at the scheduled times; sometimes 2 pass by in a row

Los is que pasen por lo menos cada 30 min los fin de semmenas

Come at least every 30 min on weekends

El bus esta tarde todo el tiempo. No se puede dependa en este bus con el horario si tiene. Aumentar buses.

The bus is late all the time. You can't depend on this bus with the schedule it currently has. Increase number of buses.

Muy lelnto el transporte R2. *R2 transportation is very slow*

Que pasen los leuses a tiempo. *For the buses to come on time.*

Prefenble g' la nta R2 pase mas a menudo. *It would be preferable for the R2 to come more often.*

Que pase a la hora exacta. *To come at the right time.*

Other Comments

La Ruta R2 necesita mas buses ya que la hora de es pera es mucha 1 hora y media algunas veces, mas que toda. en las noches, se vuelve una pesadilla Viajar en las noches por la ineficincia del bus, nesecitamos mas buses. y el finde semana es otro dolor de cabeta esperar el bus por 2 horas muchas ves. por favor arreglen ese problema.

The R2 route needs more buses since the wait time is long, 1 hour and a half sometimes. More than anything, in the evenings it's a nightmare to travel at night because of the inefficiency of the buses; we need more buses. And on weekends it's another headache, you wait for the bus for 2 hours a lot of times. Please fix this problem.

Solamente que pongan a los buses ma's, Seguidos porque hoy en el inviano hace mucho frio y los buses no llegan a la hora que dice alli (que corresponde llegar)

Just to send the buses more regularly, because now in the winter it's very cold and the buses don't come at the time it says (for them to come).



**Government of the District of Columbia
Advisory Neighborhood Commission 4B**

7720 Alaska Avenue NW, Room 106
Washington, DC 20012

RESOLUTION #4B-19-0309

**Supporting Retention of Stop in Metrobus Route R1 and R2
Adopted March 25, 2019**

Advisory Neighborhood Commission (ANC) 4B takes note of the following:

- The Washington Metropolitan Area Transit Authority (WMATA) has provided notice considering stopping service on the R1 and R2 Fort Totten bus stop at the 600 block of Riggs Road NE
- Residents have expressed strong interest in maintaining this stop
- A number of community seniors and workers rely heavily on accessing the R1 and R2 Fort Totten stop at the 600 block of Riggs Road NE
- The elimination would create a tremendous hardship for our community

RESOLVED:

- ANC 4B recommends WMATA retain the existing R1 and R2 Fort Totten bus stop at 600 block of Riggs Road NE

FURTHER RESOLVED:

That the Commission designates Commissioner LaRoya Huff, ANC 4B09, to represent the Commission in all matters relating to this resolution.

FURTHER RESOLVED:

That, in the event the designated representative Commissioner cannot carry out their representative duties for any reason, the Commission authorizes the Chair to designate another Commissioner to represent the Commission in all matter relating to this resolution.

FURTHER RESOLVED:

Consistent with DC Code § 1-309, only actions of the full Commission voting in a properly noticed public meeting have standing and carry great weight. The actions, positions, and opinions of individual commissioners, insofar as they may be contradictory to or otherwise inconsistent with the expressed position of the full Commission in a properly adopted resolution or letter, have no standing and cannot be considered as in any way associated with the Commission.

ADOPTED by yay or nay vote at a regular public meeting (notice of which was properly given, and at which a quorum of 9 of 9 members was present) on March 25, 2019, by a vote of 9 yes, 0 no, 0 abstain.

Appendix B: Riggs Road Line Proposal Booklet & Survey



Your participation will help Metro improve the Riggs Road Line (routes R1,R2) including possible rerouting of the Langley Park-Cheverly Line (Route F8).

wmata.com/bus
202-637-7000



Metro wants to improve service on the Riggs Road Line (routes R1, R2) including options for Route F8 and requests your feedback on a few proposals.

- Proposal #1: Extend Route R2 beyond Calverton (page 3)
- Proposal #2: New Riggs Road Line Route R2 (pages 4-6) and Proposal #2-A: Reroute Route F8
 - Routes R1, R2 (page 7)
 - Route F8 (page 8)
- Proposal #3: Bus Stop Consolidation that may impact riders on routes C4, C8, F8, R1, R2 and Z6 (page 9)

The survey is included in this brochure. Please complete and return it by either:

- Giving your completed survey to a Metro ambassador in a yellow apron onboard your bus.
- Dropping off your completed survey in a collection box near the faregates at these Metrorail stations: Fort Totten, Prince George's Plaza, West Hyattsville, or Cheverly.

If you'd rather complete the survey online, go to wmata.com/bus and click on the "Feedback Invitation for Riggs Road Line" link.

You can also call Metro Customer Relations at 202-637-1328 to give your feedback.

Please respond by 9:00 a.m. on Thursday, January 31, 2019.

Your feedback is important and will be reviewed by the project team as part of the decision making process for final proposals.

Proposal #1: Extend Route R2 beyond Calverton

Metro is interested in evaluating connections from this corridor to Greenbelt Metrorail Station, Muirkirk MARC Rail Station and other destinations.

The map below shows two proposed extensions on Route R2.



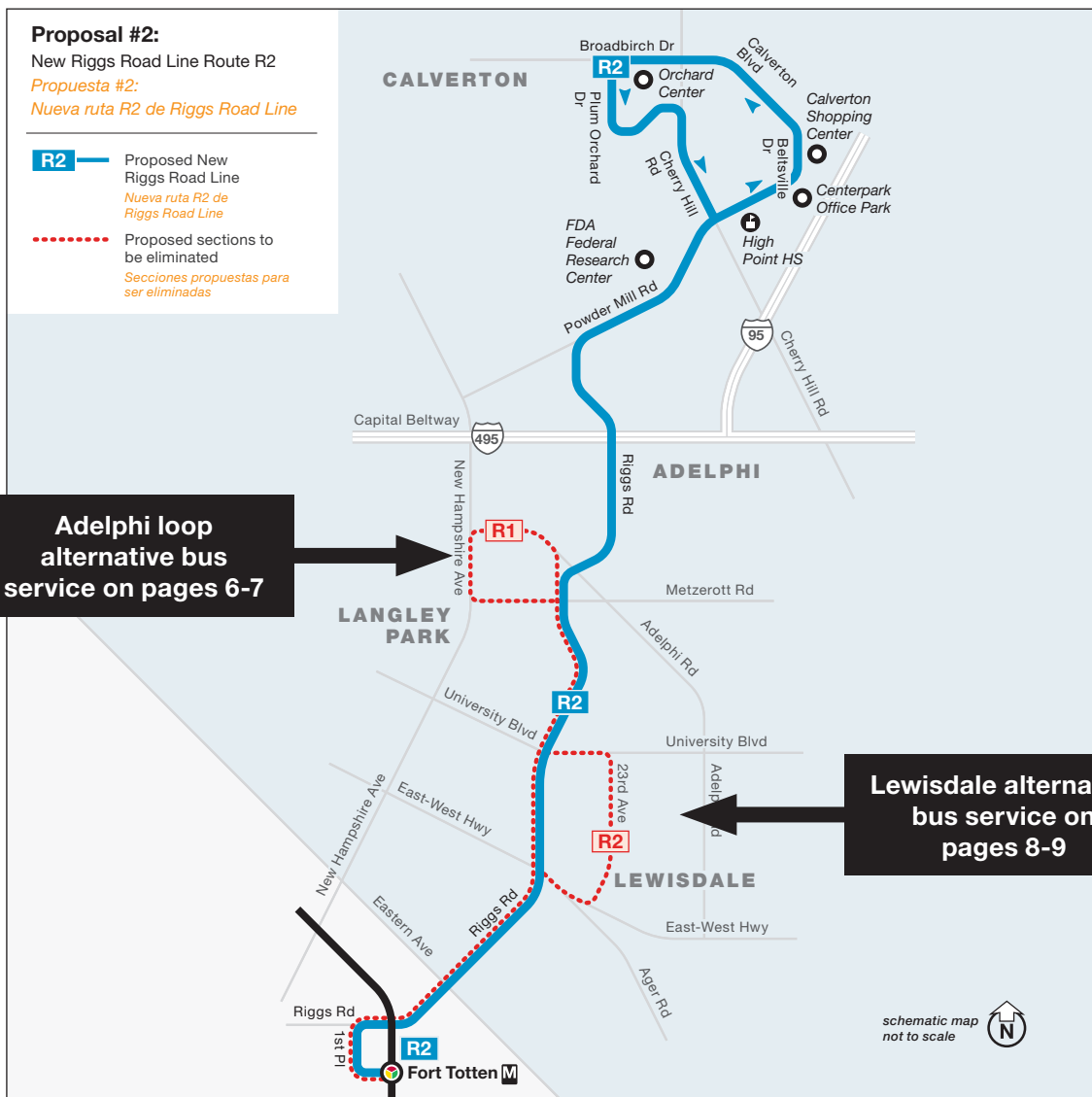
Proposal #2: New Riggs Road Line Route R2

To improve reliability and simplify service, Metro is considering creating a more direct route by consolidating routes R1 and R2 to make a new Riggs Road Line Route R2.

To create a more direct route along Riggs Road, this proposal would eliminate Route R1 altogether including service in the Adelphi loop along

Metzerott Road, New Hampshire Avenue, and Adelphi Road and remove the segment of Route R2 on 23rd Avenue in Lewisdale.

The map below shows Proposal #2. The following pages show alternative bus service in the proposed areas to be eliminated.

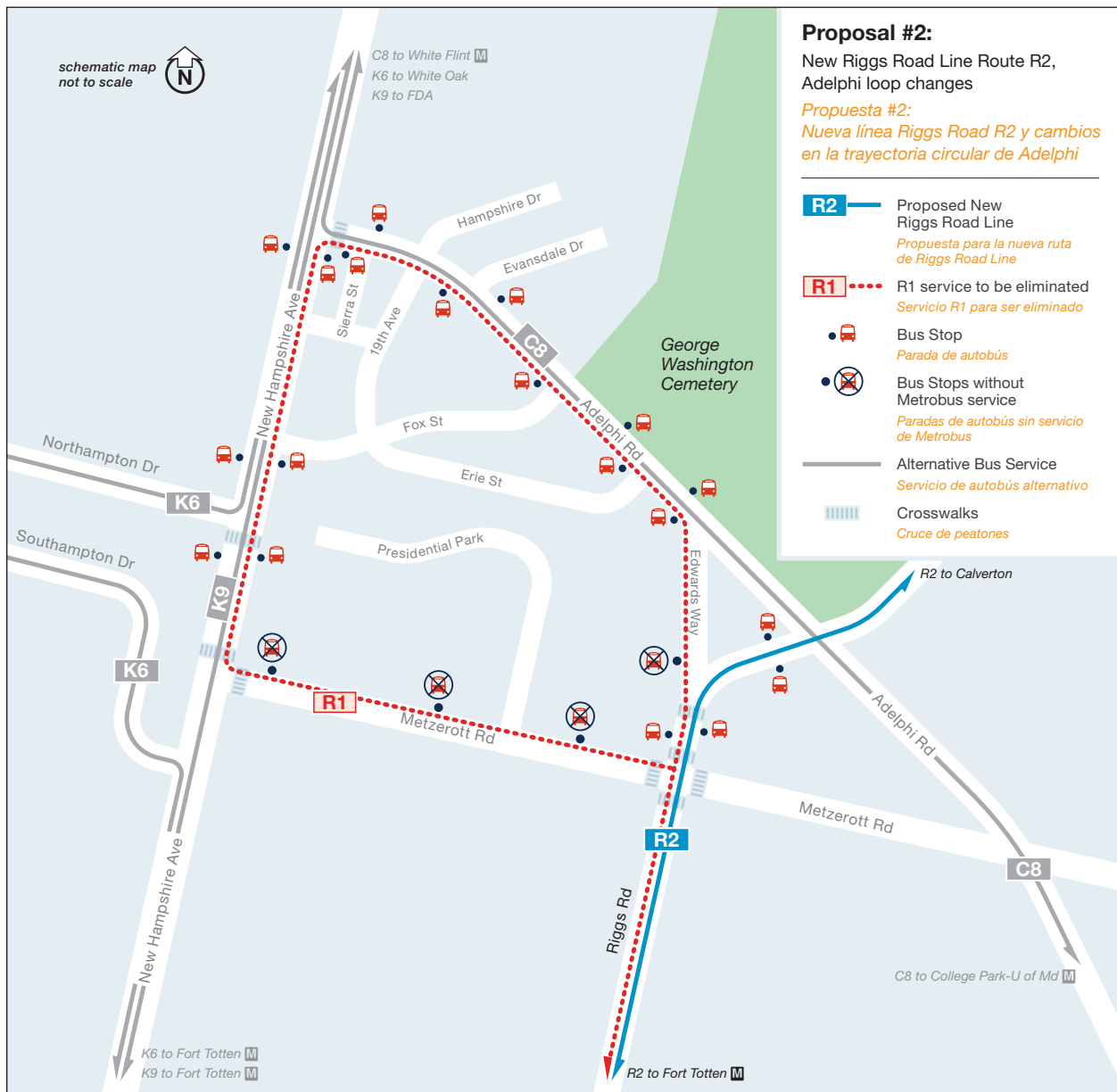


Proposal #2: New Riggs Road Line Route R2

Adelphi loop alternative bus service

The map below shows a close-up view of Proposal #2 in the Adelphi loop.

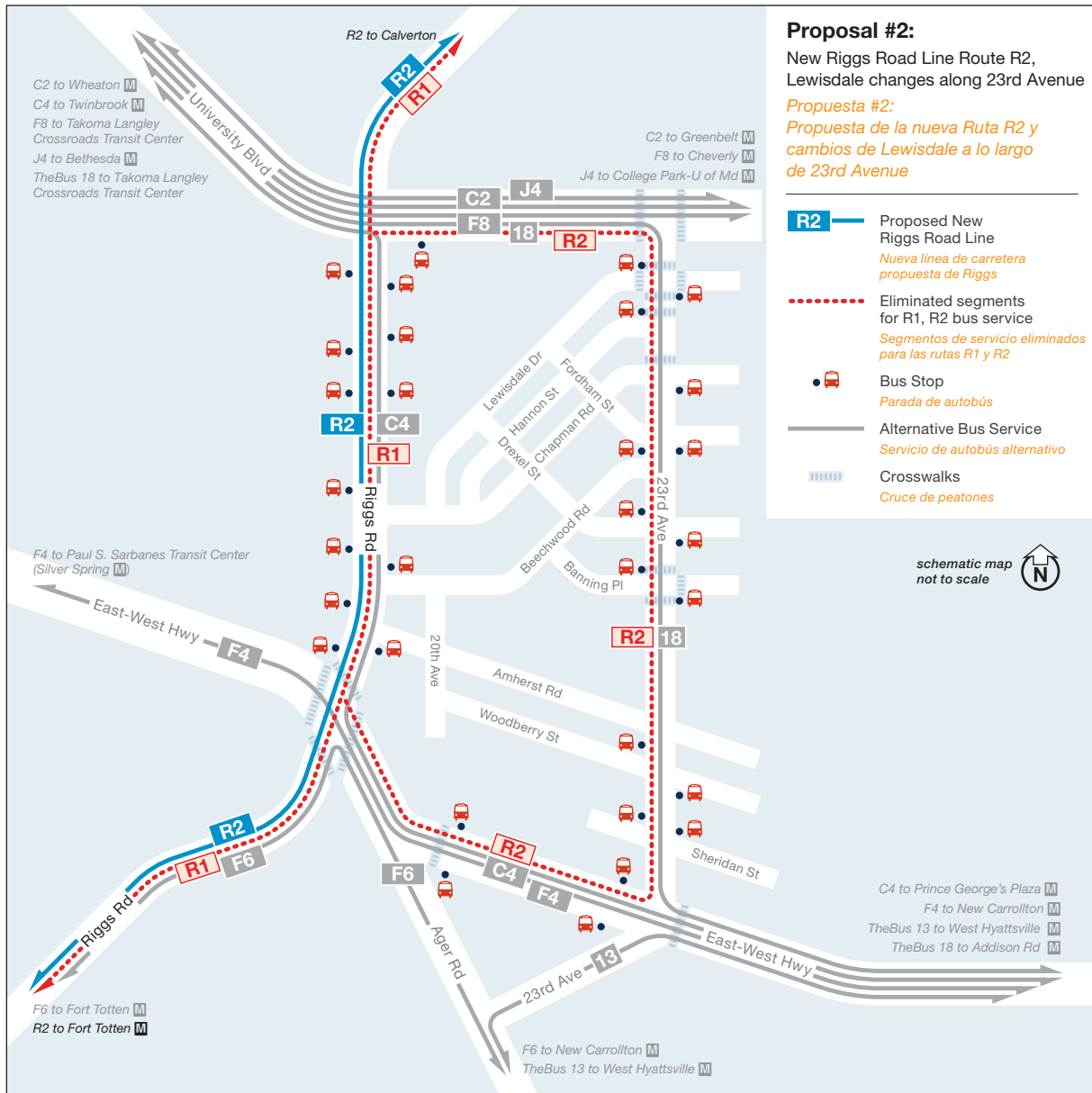
The three bus stops along Metzerott Road will still be served by Shuttle UM.



Proposal #2: New Riggs Road Line Route R2

Lewisdale alternative bus service

The map below shows a close-up view of Proposal #2 in Lewisdale.



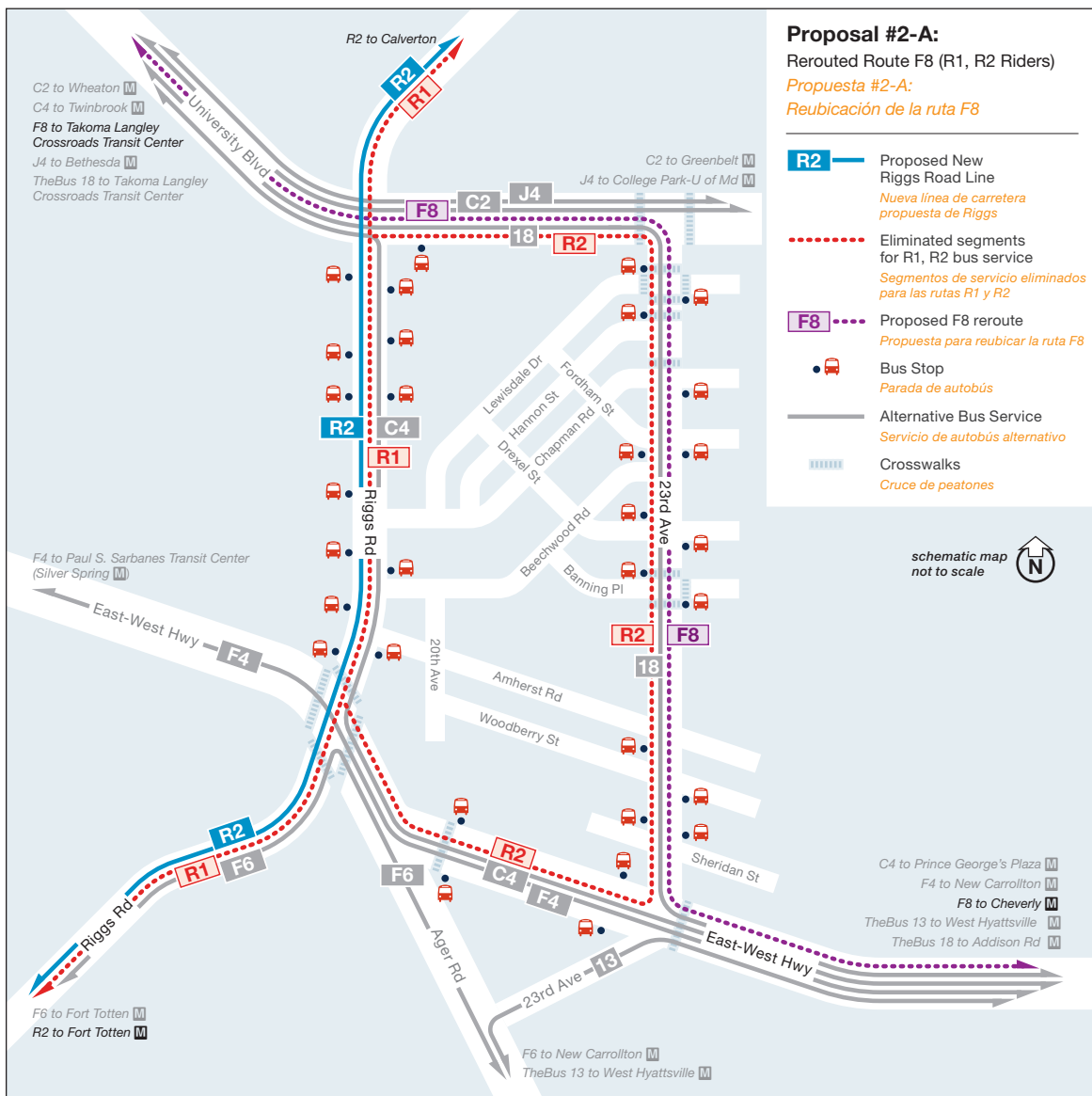
Proposal #2-A: Reroute Route F8

R1, R2 RIDERS

Metrobus Route F8 could be rerouted to provide Metrobus service along 23rd Avenue and parts of East-West Highway and University Boulevard where R2 service would be removed.

Route F8 provides service to Takoma Langley Crossroads Transit Center and serves these Metrorail stations: Cheverly, West Hyattsville and Prince George's Plaza.

The map below shows a close-up view of 23rd Avenue in Lewisdale.



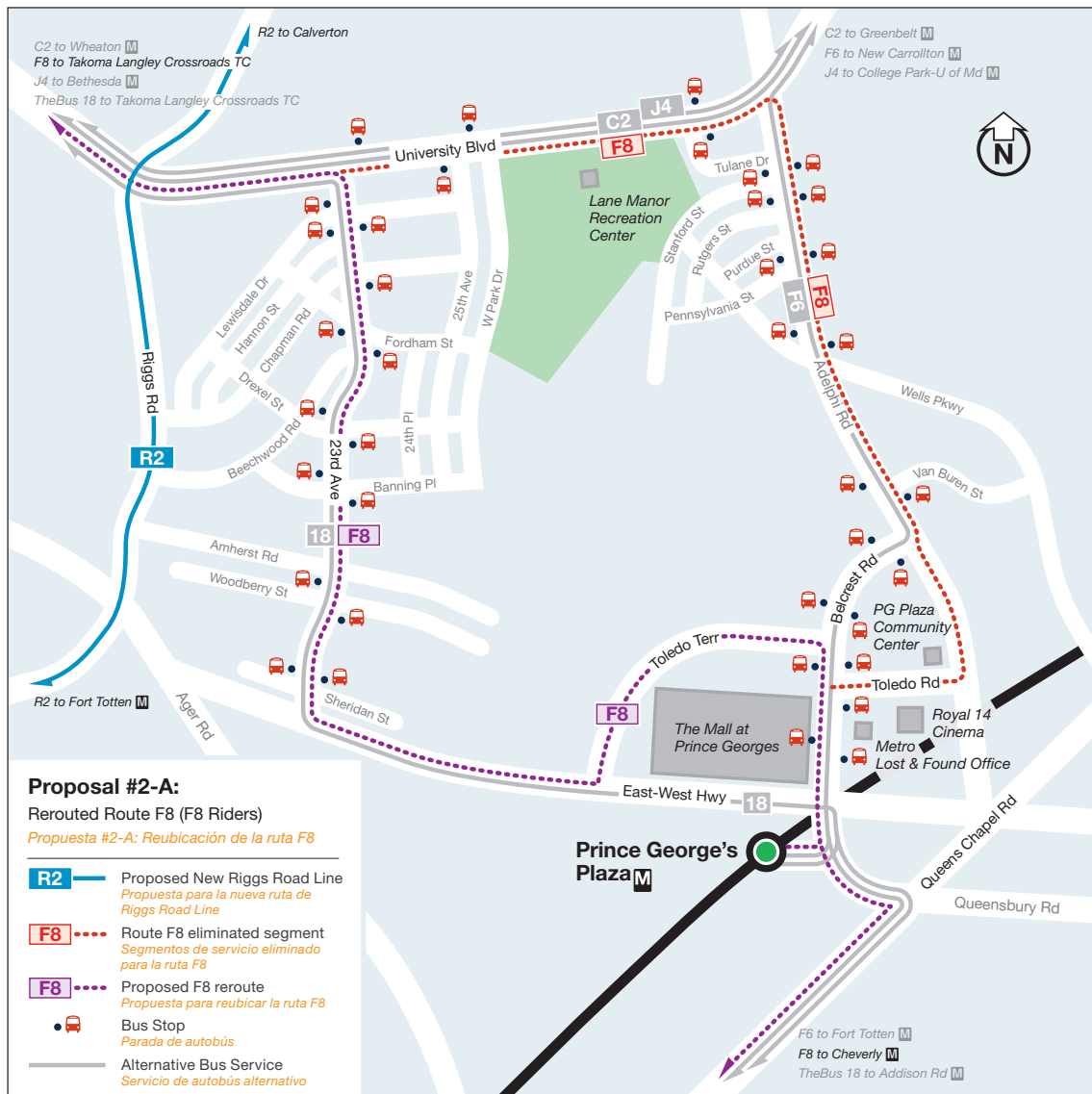
Proposal #2-A: Route F8 rerouted

F8 RIDERS

Metro is considering eliminating Route R2 service on 23rd Avenue. Route F8 could be rerouted to serve 23rd Avenue and East-West Highway instead of Adelphi Road and University Boulevard.

TheBus Route 18 would continue to serve 23rd Avenue and Route F6 would continue to serve Adelphi Road.

The map below shows Proposal #2-A, rerouting Route F8 service along 23rd Avenue and alternative bus service.



Proposal #3: Bus Stop Consolidation Impacted Routes include C4, C8, F8, R1, R2 and Z6

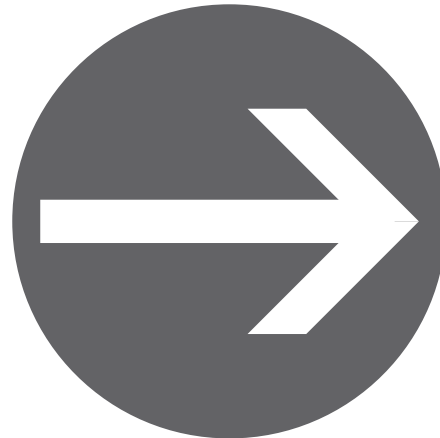
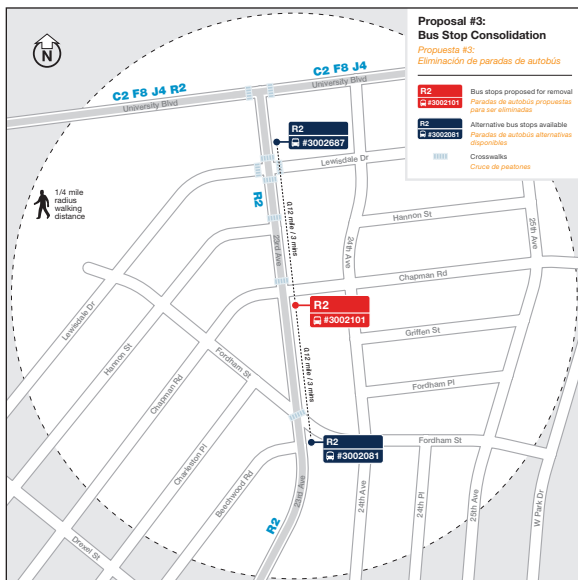
Metro is considering removing certain bus stops that are not used frequently or are close to other bus stops. This will allow buses to travel more quickly along the route.

For more information about this proposal and the list of bus stops under consideration to be removed, please go to wmata.com/bus.

You can provide feedback by:

- Completing the survey online at wmata.com/bus.
- Calling Metro Customer Relations at 202-637-1328.

The map below is an example of the sign you will see at your bus stop if it is being considered for removal and includes the next closest stop.



Thank you for your participation!

Please complete the attached survey, tear it off and return it by either:

- Giving your completed survey to a Metro ambassador in a yellow apron onboard your bus.
- Dropping off your completed survey in a collection box near the faregates at these Metrorail stations:

- Fort Totten
- Prince George's Plaza
- West Hyattsville
- Cheverly

If you'd rather complete the survey online, go to wmata.com/bus and click on the "Feedback Invitation for Riggs Road Line" link.

You can also call Metro Customer Relations at 202-637-1328 to give your feedback.

Please respond by 9:00 a.m. on Thursday, January 31, 2019.

Your feedback is important and will be reviewed by the project team as part of the decision making process for final proposals.

Thank you for your participation!

1. Which of the following bus routes do you use most often?

- R1 R2 F8
 C4 C8 Z6
 Other, please specify: _____

2. In a typical week, how often do you ride the following?

	Never	Less than 1 day	1 day	2 days	3 days	4 days	5 or more days
Metrobus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metrorail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TheBus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Proposal #1: Extend Route R2 beyond Calverton. If Route R2 were extended to the locations listed below, how likely or unlikely would you be to use Route R2 to connect to these locations?

? Need more information? Refer to page 3.

	Very likely	Somewhat likely	Neither likely nor unlikely	Somewhat unlikely	Very unlikely
Greenbelt Metrorail Station (Bus, Green Line and MARC connection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Muirkirk MARC Station (Connection to Union Station)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Are there other locations you are interested in having a connection to via Metrobus routes R1 and R2?

(e.g. activity centers, retail areas, transit centers, other neighborhoods)
Please write your answers below.

1. _____
2. _____
3. _____

Riggs Road Line Consolidation Proposal #2 and #2-A (routes R1, R2):

5. Do you currently board or exit Route R2 along 23rd Avenue in Lewisdale or Route R1 in the Adelphi loop along Metzert Road, New Hampshire Avenue or Adelphi Road?

- Yes – along 23rd Avenue
 Yes – Adelphi loop
 Yes – both locations
 No
 Not sure

6. To improve reliability and simplify service by creating a more direct route, Metro is considering consolidating routes R1 and R2 to make a new Riggs Road Line Route R2. This proposal would eliminate Route R1 altogether and remove the segment of Route R2 service on 23rd Avenue in Lewisdale.

Are you in favor of this proposal?

- Yes No No opinion
 Do not understand the proposal

? Need more information?

- Refer to page 4 for Proposal #2: New Riggs Road Line Route R2.
- Refer to page 5 for Adelphi loop alternative bus service.
- Refer to page 6 for Lewisdale alternative bus service.

Thank you for your participation!

7. **Proposal #2-A. If the consolidation of routes R1 and R2 happens, Metrobus Route F8 could be rerouted to provide Metrobus service where Route R2 service would be removed.**

Are you in favor of this proposal?

- Yes No No opinion
 Do not understand the proposal

? *Need more information?*

Refer to page 7 for Proposal #2-A: Reroute Route F8 along 23rd Avenue and East-West Highway in Lewisdale.

Riggs Road Line Consolidation Proposal #2-A (Route F8):

8. **Do you currently board or exit Route F8 between Riggs Road and University Boulevard or between Adelphi Road and Toledo Road?**

Yes No Not sure

9. **Metro is considering eliminating Route R2 service on 23rd Avenue. Route F8 could be rerouted to serve along 23rd Avenue and East-West Highway instead of along Adelphi Road and University Boulevard. Metrobus Route F6 will still serve Adelphi Road.**

Are you in favor of this proposal?

- Yes No No opinion
 Do not understand the proposal

? *Need more information?*

Refer to page 8 for Proposal #2-A: Route F8 rerouted and alternative bus service.

Thinking about this bus trip:

10. **Where did you start your trip?**

- Work Home
 Shopping or meal School
 Job-related business
 Personal trip/recreation
 Other, please specify: _____

11. **Where is your final destination?**

- Work Home
 Shopping or meal School
 Job-related business
 Personal trip/recreation
 Other, please specify: _____

12. **How many times did (or will) you transfer to/from another bus?**

- 0 (This bus goes to my destination)
 1 2 3
 4 or more transfers to get to my destination

13. **Which bus route(s) did (or will) you transfer to/from during this trip?** _____

14. **Did (or will) you transfer between bus and Metrorail? Please select all that apply.**

- Yes – to the Red Line
 Yes – to the Green Line
 Yes – to the Yellow Line
 Yes – to Blue/Orange/Silver lines
 No

15. **Which of the following reasons prevent you from taking Metrorail more often? Please select all that apply.**

- Traveling by bus is the faster way for me to get where I need to go
 The buses go where I need to go and Metrorail doesn't
 Connecting to bus routes is more convenient for me
 Metrorail is too expensive
 Other, please specify: _____

16. What other modes of transportation have you used in the past month? Please select all that apply.

- Drive your own car
- Taxi
- Riding-hailing services such as Uber or Lyft
- Ride your own bike
- None of the above
- Other, please specify: _____
- Carpool
- Walking

Now a few questions about you.

Metro asks these questions to get current demographic information which helps Metro with future bus planning and to be compliant with the federal government when making service changes.

17. In what year were you born? _____

18. Are you of Spanish, Hispanic or Latin American origin?

- Yes
- No
- Prefer not to answer

19. Which of the following best describes you? Mark all that apply.

- African American or Black
- American Indian or Alaska Native
- Asian
- Native Hawaiian or other Pacific Islander
- White/Caucasian
- Prefer not to answer
- Other, please specify _____

20. What is your annual household income?

- Less than \$30,000
- \$30,000-\$39,999
- \$40,000-\$49,999
- \$50,000-\$59,999
- \$60,000-\$69,999
- \$70,000-\$79,999
- \$80,000-\$89,999
- \$90,000 or greater
- Prefer not to answer

Please share any thoughts or comments about these proposals or the affected bus routes:

For more information, visit wmata.com/bus or call Metro's Customer Relations at 202-637-1328.



*Su participación ayudará a
Metro a mejorar (las rutas
R1,R2) de Riggs Road
Line incluyendo la posible
reubicación de la Ruta F8 de
Langley Park-Cheverly*

wmata.com/bus
202-637-7000



Metro quiere mejorar el servicio de las (Rutas R1, R2) de Riggs Road Line incluyendo opciones de la Ruta F8 y quiere saber su opinión sobre estas propuestas.

- Propuesta #1: Extender el servicio de la Ruta R2 más allá de Calverton (Ver página 3)
- Propuesta #2: Nueva Ruta R2 de Riggs Road Line (Ver páginas 4-6) y la Propuesta #2-A: Reubicación de la Ruta F 8
 - Las Rutas R1, R2 (Ver página 7)
 - La Ruta F8 (Ver página 8)
- La Propuesta #3: Eliminación de las paradas de autobús que podrían impactar a los pasajeros de las rutas C4, C8, F8, R1, R2, y Z6 (Ver página 9)

La encuesta está incluida en este folleto. Por favor participe de nuestra encuesta y regrésela de la siguiente manera:

- Entregue su encuesta a un representante de Metro vestido con delantal amarillo a bordo del autobús.
- Puede depositar su encuesta en los buzones de recogida de encuestas que se encuentran cerca de las puertas de entrada de las siguientes estaciones de Metrorail: Fort Totten, Prince George's Plaza, West Hyattsville y Cheverly.

Si desea completar la encuesta en línea, visite wmata.com/bus y haga clic en el enlace "Invitación para proveer comentarios sobre de Riggs Road Line".

También puede llamar al Servicio al Cliente de Metro al 202-637-1328 para compartir sus comentarios.

Por favor complete nuestra encuesta antes de las 9:00 a.m. del jueves, 31 de enero de 2019.

Sus comentarios son importantes y serán revisados por el equipo de trabajo de Metro para así poder tomar una decisión final.

Propuesta #1: Extender la ruta R2 más allá de Calverton

Metro está interesado en evaluar las conexiones desde este corredor hasta la estación de Metrorail de Greenbelt y la estación de tren Muirkirk MARC, y otros destinos de preferencia.

El siguiente mapa muestra las dos extensiones propuestas en la ruta R2.



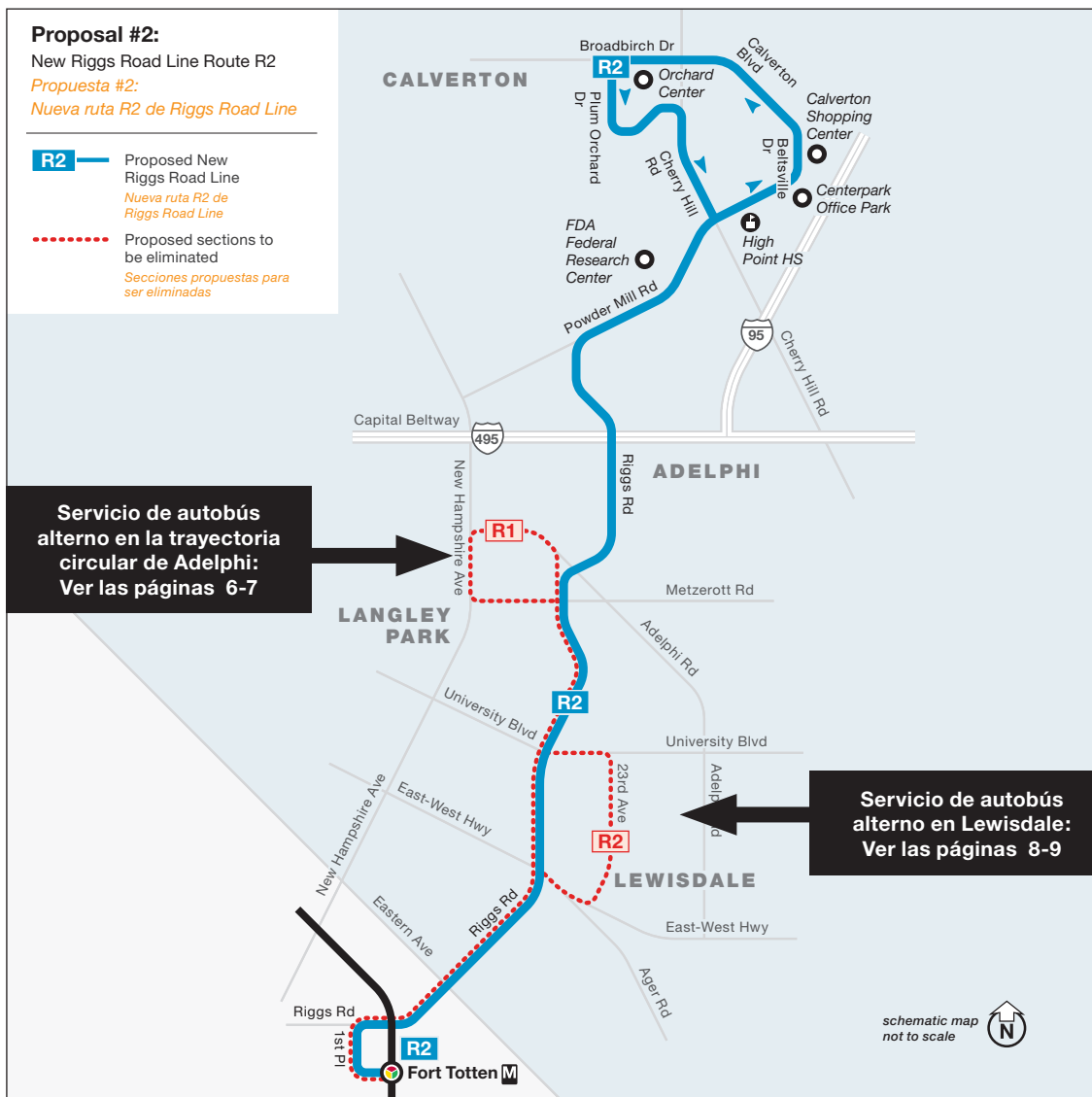
Propuesta #2: Nueva ruta R2 de Riggs Road Line

Para mejorar la confiabilidad y simplificar el servicio mediante la creación de una ruta más directa, Metro está considerando combinar las rutas R1 y R2 para crear una nueva ruta R2 de la Línea Riggs Road.

Para crear una ruta más directa a lo largo de Riggs Road, esta propuesta eliminaría la ruta R1, incluyendo el servicio en la trayectoria circular

de Adelphi a lo largo de Metzerott Road, New Hampshire Avenue y Adelphi Road y remover el servicio en la sección lo largo de 23rd Avenue de Lewisdale.

El siguiente mapa abajo muestra la Propuesta #2. Las siguientes páginas le muestran las alternativas de servicio de autobús en las áreas en que se podría eliminar el servicio.



Propuesta #2: Nueva Ruta R2 de Riggs Road Line

Servicio de autobús alterno en la trayectoria circular de Adelphi

Las tres paradas de autobús a lo largo de Metzerott Road continuarán proveyendo el servicio a Shuttle UM.

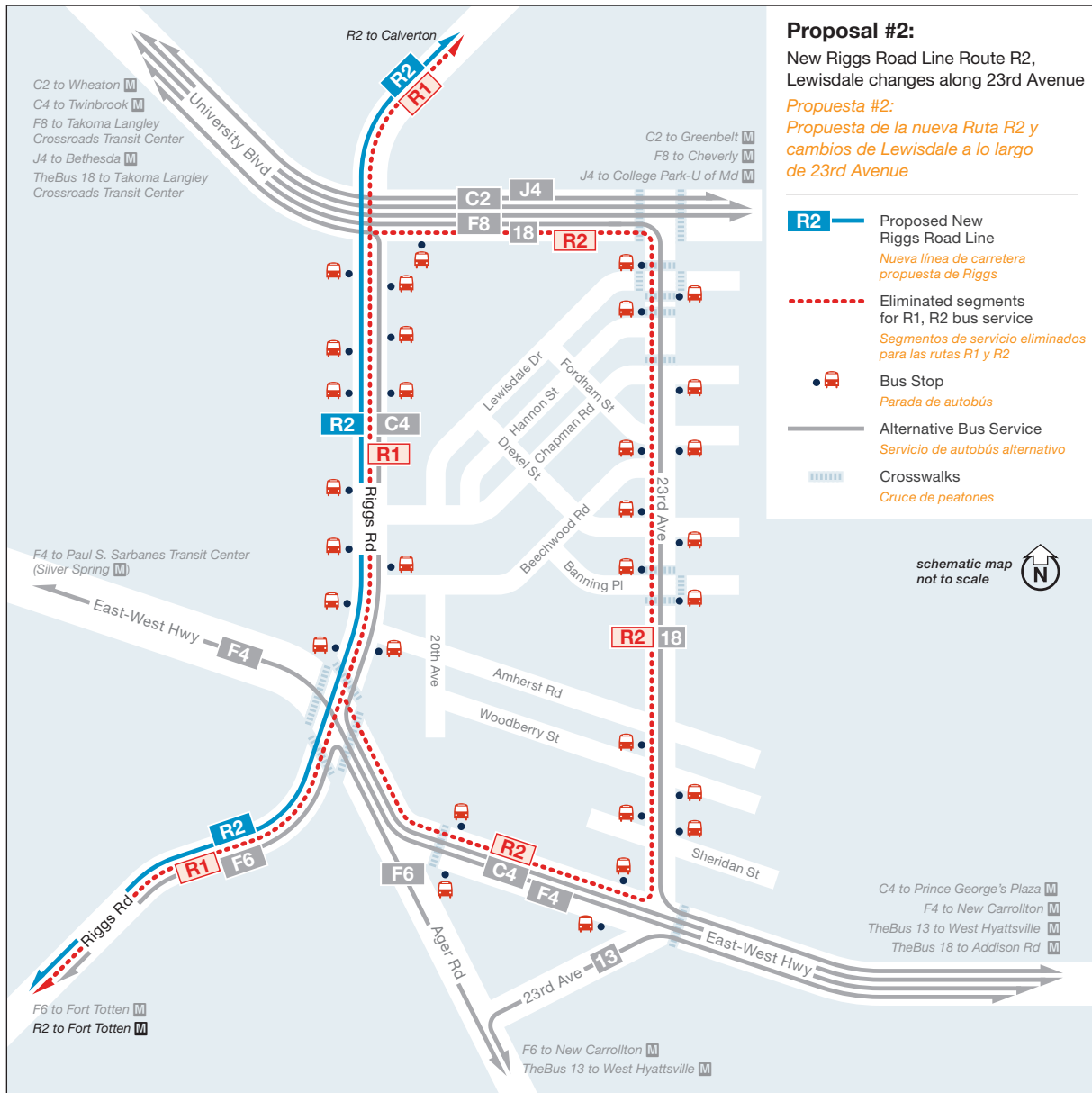
El siguiente mapa muestra los cambios de la Propuesta #2 en la trayectoria circular de Adelphi.



Propuesta #2: Nueva Ruta R2 de Riggs Road Line

Servicio de autobús alterno en Lewisdale

El siguiente mapa muestra los cambios de la Propuesta #2 en Lewisdale.



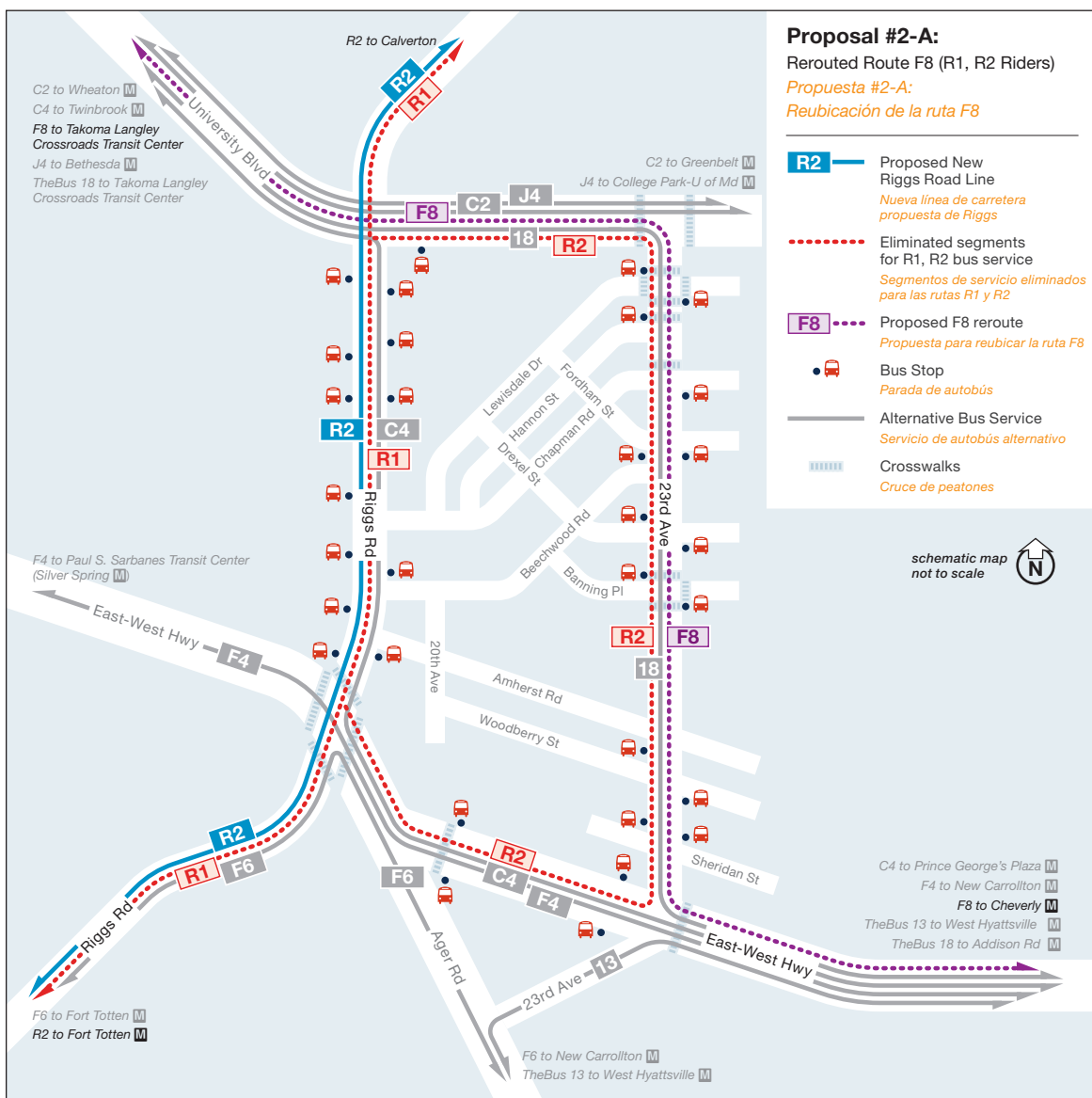
Propuesta #2-A: Reubicación de la Ruta F8

La Ruta F8 podría ser reubicada para proveer el servicio a lo largo de 23rd Avenue y a lo largo de East-West Highway y University Boulevard en donde el servicio de la Ruta R2 sería eliminado.

Pasajeros de las rutas R1, R2

La ruta F8 proporciona servicio al Centro de Tránsito de Takoma Langley Crossroads y a las siguientes estaciones de Metrorail: Cheverly, West Hyattsville y Prince George's Plaza.

El siguiente mapa muestra de la 23rd Avenue en Lewisdale.



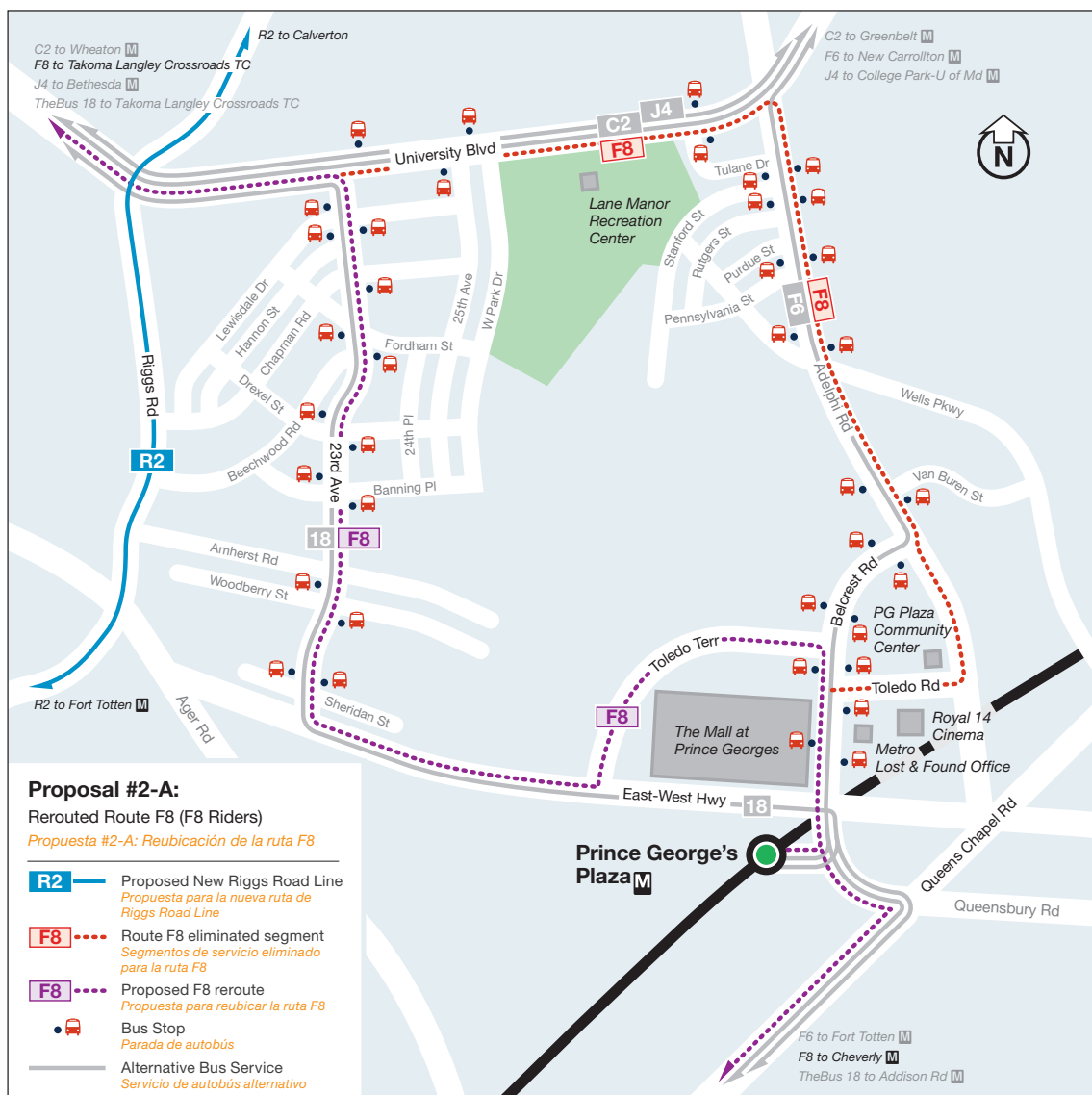
Propuesta #2-A: Reubicación de la Ruta F8

Metro está considerando eliminar el servicio de la ruta R2 en la 23rd Avenue. La ruta F8 podría ser reubicada para proveer el servicio a lo largo de 23rd Avenue y East-West Highway en vez de a través de Adelphi Road y University Boulevard.

Pasajeros de la ruta F8

La Ruta 18 de TheBus continuaría proporcionando servicio a la 23rd Avenue, y la ruta F6 proveería el servicio a Adelphi Road.

El siguiente mapa muestra las Propuestas #2-A, que reubican el servicio de la ruta F8 a lo largo de la 23rd Avenue y el servicio alterno de autobús.



Propuesta #3: La eliminación de varias paradas de autobús. Las siguientes rutas serán afectadas: C4, C8, F8, R1, R2 y Z6

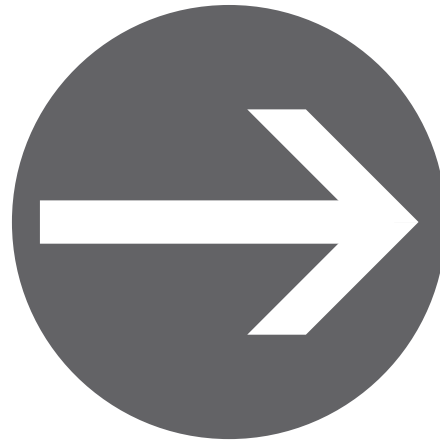
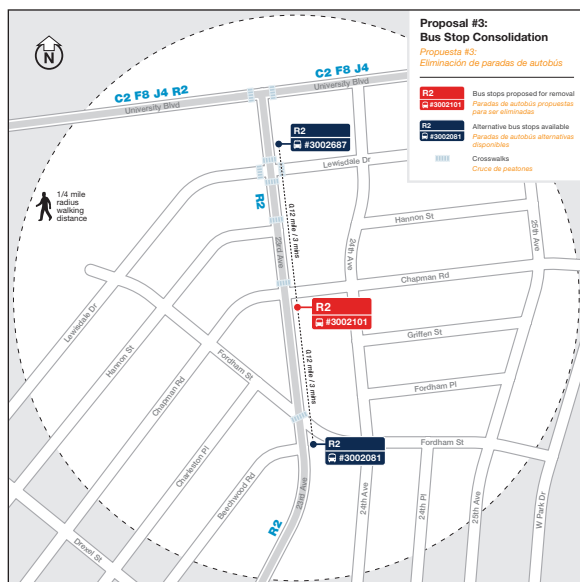
Metro está considerando eliminar algunas paradas de autobús que no son usadas frecuentemente o están cerca de otra parada de autobús.

Para obtener más información sobre esta propuesta y la lista de las paradas de autobús que están siendo consideradas para ser eliminadas, visite wmata.com/bus.

Puede compartir su opinión de la siguiente manera:

- Complete la encuesta ingresando a wmata.com/bus
- Llamando al Servicio al cliente de Metro al 202-637-1328.

El mapa a continuación es un ejemplo del aviso que verá en las paradas de autobús que han sido recomendadas para ser eliminadas e incluye la parada de autobús más cercana.



¡Gracias por su participación!

Por favor, complete la encuesta adjunta y regrésela de la siguiente manera:

- Entregue su encuesta a un representante de Metro vestido con delantal amarillo a bordo del autobús.
- Deposítela la encuesta en el buzón de recogida de encuestas ubicado cerca de las puertas de entrada en las siguientes estaciones de Metrorail:
 - Fort Totten
 - Prince George's Plaza
 - West Hyattsville
 - Cheverly

Si desea completar la encuesta en línea, visite wmata.com/bus y haga clic en el enlace "Invitación para proveer comentarios sobre de Riggs Road Line".

También puede llamar al Servicio al Cliente de Metro al 202-637-1328 para compartir sus comentarios.

Por favor complete nuestra encuesta antes de las 9:00 a.m. del jueves, 31 de enero de 2019.

Sus comentarios son importantes y serán revisados por el equipo de trabajo de Metro para así poder tomar una decisión final.

¡GRACIAS POR SU PARTICIPACIÓN!

1. ¿Cuál de las siguientes rutas de autobuses usa más a menudo?

- R1 R2 F8
 C4 C8 Z6
 Otra, por favor, especifique: _____

2. En una semana típica, ¿con qué frecuencia utiliza lo siguiente?

	Nunca	Menos de 1 día	1 día	2 días	3 días	4 días	5 o más días
Metrobus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metroraíl	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TheBus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Propuesta #1: Extender la ruta R2 más allá de Calverton. Si la ruta R2 se extendiera a las ubicaciones enumeradas a continuación, ¿qué tan probable o improbable sería que usara la ruta R2 para conectarse a estas ubicaciones?

Si necesita más información, ver la página 3.

	Muy probable	Algo probable	Ni probable ni improbable	Algo improbable	Muy improbable
Estación de Metrorail de Greenbelt (conexión con el Autobús, línea verde y MARC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Estación Muirkirk MARC (Conexión con Union station)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. ¿Hay otros lugares en los que esté interesado en conectarse a través de las rutas R1 y R2 de Metrobus? (p. ej., centros de actividades, áreas comerciales, centros de tránsito, otros vecindarios) Por favor, enumere a continuación.

1. _____
2. _____
3. _____

La propuesta #2 y #2-A de Riggs Road Line: La eliminación de las paradas (de las rutas R1, R2):

5. ¿Actualmente aborda o se baja del autobús de la ruta R2 a lo largo de la 23rd Avenue en Lewisdale o de la ruta R1 en la trayectoria circular de Adelphi a lo largo de Metzert Road, New Hampshire Avenue o Adelphi Road?

- Sí – a lo largo de la 23rd Avenue
 Sí – trayectoria circular de Adelphi
 Sí – ambas ubicaciones
 No
 No estoy seguro

6. Para mejorar la confiabilidad y simplificar el servicio mediante la creación de una ruta más directa, Metro está considerando combinar las rutas R1 y R2 para crear una nueva ruta R2 de la Riggs Road Line. Esta propuesta eliminaría la ruta R1 y el servicio de la ruta R2 a lo largo de la 23rd Avenue en Lewisdale.

¿Está a favor de esta propuesta?

- Sí No Sin opinión
 No entiendo la propuesta

? ¿Necesita más información?

- Ver la página 4 para obtener información sobre la Propuesta #2: Nueva Ruta R2 Riggs Road Line
- Ver la página 5 para para obtener información sobre la alternativa de servicio de autobús a través de la trayectoria circular de Adelphi
- Ver la página 6 para para obtener información sobre la alternativa de servicio de autobús a Lewisdale

¡GRACIAS POR SU PARTICIPACIÓN!

7. **Propuesta #2-A. En caso de que se llegaran a eliminar algunas paradas de autobús en las Rutas R1 y R2, la Ruta F8 de Metrobus podría ser reubicada para proveer el servicio en donde la Ruta R2 haya sido eliminado.**

¿Estaría usted a favor de esta propuesta?

- Sí No Sin opinión
 No entiendo la propuesta

? ¿Necesita más información?

Ver la página 7 para obtener más información sobre la propuesta #2-A: Reubicar la Ruta F8 a lo largo de 23rd Avenue y East-West Highway en Lewsiville.

Propuesta #2-A: La eliminación de paradas de Riggs Road Line (Ruta F8)

8. **¿Actualmente aborda o se baja del autobús de la Ruta F8 entre Riggs Road y University Boulevard o entre Adelphi Road y Toledo Road?**

- Sí No No estoy seguro

9. **Metro está considerando eliminar el servicio de la Ruta R2 en 23rd Avenue. El servicio de la Ruta F8 podría ser reubicado en 23rd Avenue y East-West Highway en vez de Adelphi Road y University Boulevard. La Ruta F6 de Metrobus continuará proveyendo el servicio a Adelphi Road.**

Are you in favor of this proposal?

- Sí No Sin opinión
 No entiendo la propuesta

? ¿Necesita más información?

Ver la página 8 para obtener más información sobre la Propuesta #2-B: La reubicación de la Ruta F8 y alternativas en el servicio de autobús.

Pensando en este viaje en autobús:

10. **¿Dónde inició su viaje?**

- Trabajo Casa Escuela
 Centro comercial o restaurante
 Gestiones de trabajo
 Viaje personal/recreación
 Otra, por favor, especifique: _____

11. **¿Dónde es su destino final?**

- Trabajo Casa Escuela
 Centro comercial o restaurante
 Gestiones de trabajo
 Viaje personal/recreación
 Otra, por favor, especifique: _____

12. **¿Cuántas veces hizo o haría transbordo a/desde otro autobús?**

- 0 (Este autobús llega hasta mi destino)
 1 2 3
 4 o más transbordos para llegar a mi destino

13. **¿A/desde qué ruta de autobús hizo o haría transbordo durante este viaje?** _____

14. **¿Hizo o haría transbordo entre el autobús y Metrorail? Por favor, seleccione todo el que corresponda.**

- Sí, a la línea roja
 Sí, a la línea verde
 Sí, a la línea amarilla
 Sí, a las líneas azul/anaranjada/plateada
 No

15. **¿Cuál de las siguientes razones le impide desplazarse en el Metrorail con más frecuencia? Por favor, seleccione todo el que corresponda.**

- Viajar en autobús es la forma más rápida para llegar a donde necesito ir
 Los autobuses van a donde necesito ir y Metrorail no
 Conectarme a las rutas de autobús es más conveniente para mí
 Metrorail es demasiado caro
 Otra razón, por favor, especifique: _____

16. ¿Qué otros medios de transporte ha utilizado en el último mes? Por favor, seleccione todo el que corresponda.

- Maneja su propio vehículo
- Vehículo compartido
- Taxi
- Monta su propia bicicleta
- Servicios de desplazamiento como Uber o Lyft
- Caminar
- Ninguna de las anteriores
- Otro, por favor, especifique: _____

Solo unas cuantas preguntas más sobre usted.

Metro hace las siguientes preguntas para obtener información demográfica actual que le ayuda con la planificación futura de autobuses y para cumplir con las regulaciones del gobierno federal cuando se realizan cambios en el servicio.

17. ¿En qué año nació? Por favor escriba la fecha aquí: _____

18. ¿Es usted de origen español, hispano o Latino Americano/a?

- Sí No
- Prefiero no responder

19. ¿Cuál de lo siguiente lo describe mejor? Por favor, marque todo lo que corresponda.

- Afroamericano o negro
- Indígena estadounidense o nativo de Alaska
- Asiático
- Hawaiano o de otra isla del Pacífico
- Blanco
- Prefiero no responder
- Otro, por favor, especifique: _____

20. ¿Cuáles son sus ingresos familiares anuales?

- Menos de \$30,000
- \$30,000-\$39,999
- \$40,000-\$49,999
- \$50,000-\$59,999
- \$60,000-\$69,999
- \$70,000-\$79,999
- \$80,000-\$89,999
- \$90,000 o más
- Prefiero no responder

En el cuadro a continuación, comparta con nosotros cualquier comentario u opinión que pueda tener sobre estas propuestas o las rutas de autobuses afectadas:

Para obtener más información, visite wmata.com/bus o llame a Servicio al cliente de Metro al 202-637-1328.

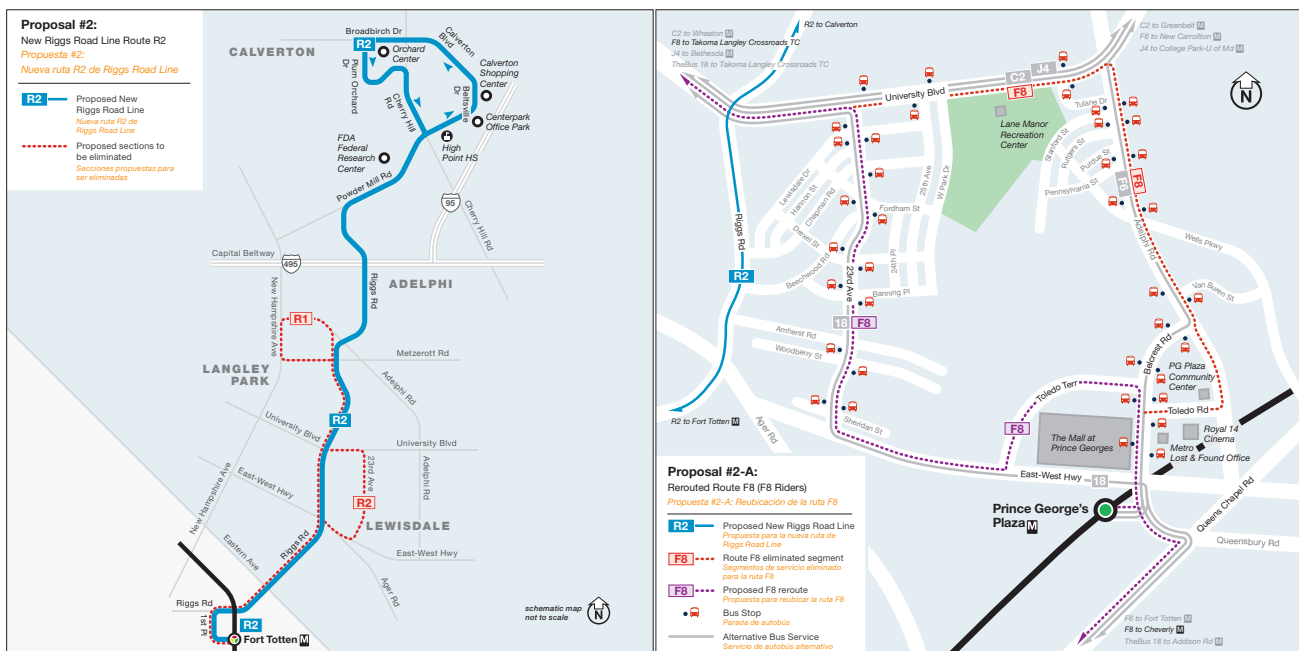
Appendix C: Riggs Road Line Bus Stop Signs

Your participation is requested!

¡Participe y comparta su opinión!

Metro wants to improve and simplify service on the Riggs Road Line (routes R1, R2) including options for the Langley Park-Cheverly Line (Route F8) and requests your feedback on a few proposals.

Metro quiere mejorar el servicio de las Rutas R1, R2 de Riggs Road Line, incluyendo opciones de la Ruta F8, y quiere saber su opinión sobre estas propuestas.



Your feedback is important and will be reviewed by the project team as part of the decision making process for final proposals.

Sus comentarios son importantes y serán revisados por el equipo de trabajo de Metro para así poder tomar una decisión final.

To provide feedback about this proposal and the other proposals:

- Go online to wmata.com/bus and click on the "Feedback Invitation for Riggs Road Line" link.
- Look for a Metro ambassador in a yellow apron onboard your bus for a paper survey.
- Call Metro Customer Relations at 202-637-1328.

Please respond by 9:00 a.m. on Thursday, January 31, 2019

Para compartir sus comentarios sobre esta propuesta u otras propuestas:

- Visite wmata.com/bus y haga clic en el enlace "Invitación para proveer comentarios sobre de Riggs Road Line".
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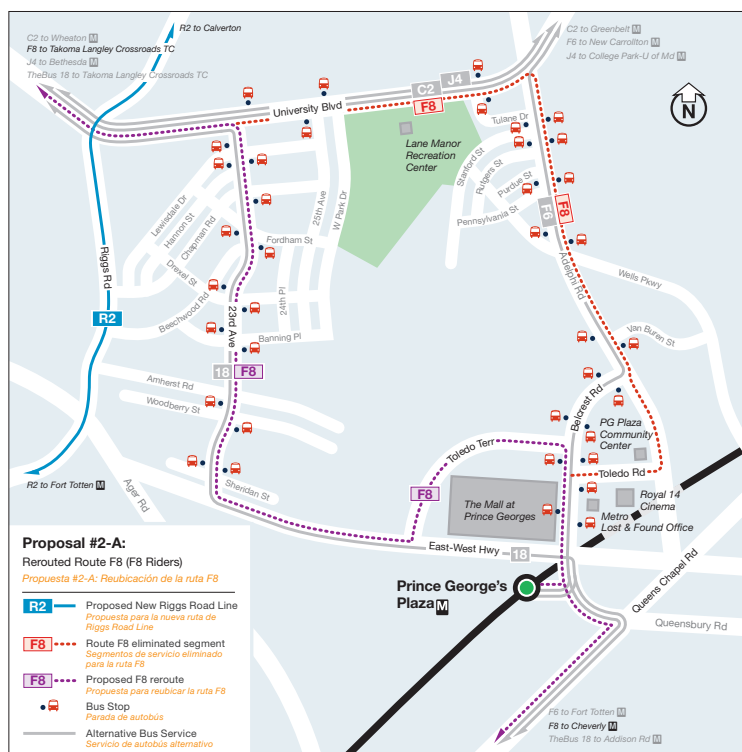
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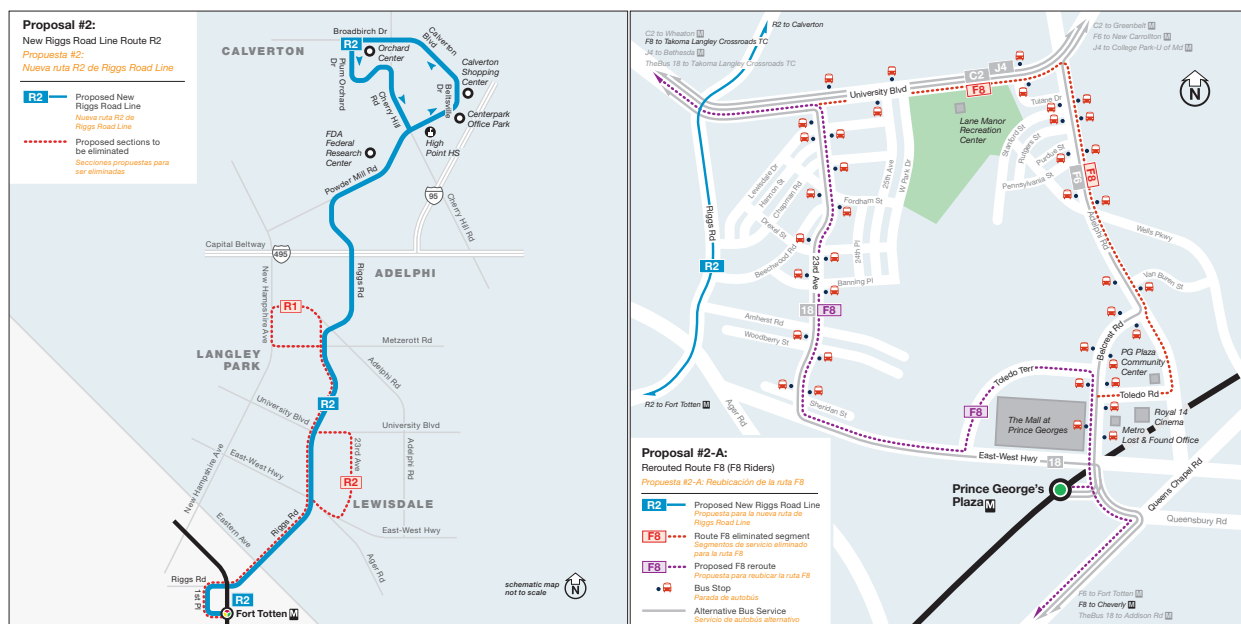
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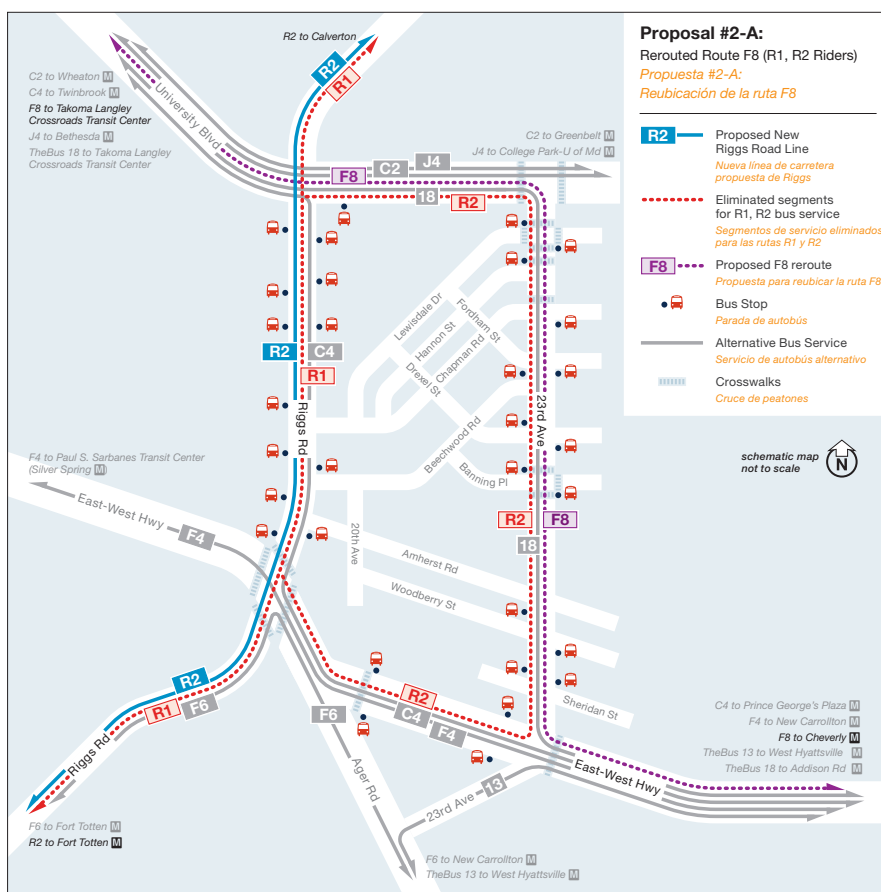
¡Participe y comparta su opinión!

Route R1, R2 Riders

To improve reliability and simplify service by creating a more direct route, Metro is considering consolidating routes R1 and R2 to make a new Riggs Road Line Route R2. Metrobus Route F8 could be rerouted to provide Metrobus service along 23rd Avenue.

Pasajeros de las rutas R1 y R2

Para mejorar la confiabilidad y simplificar el servicio mediante la creación de una ruta más directa, Metro está considerando combinar las rutas R1 y R2 para crear una nueva ruta R2 de la Línea Riggs Road. La Ruta F8 podría ser reubicada para proveer el servicio a lo largo de 23rd Avenue.



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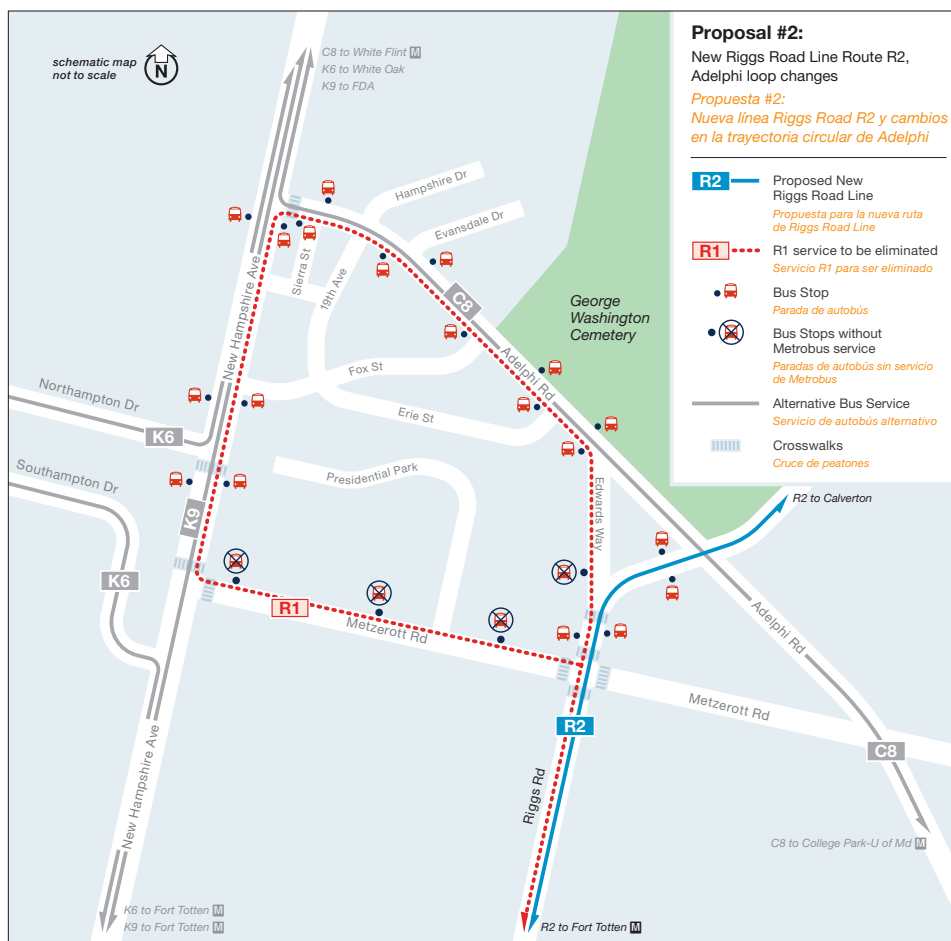
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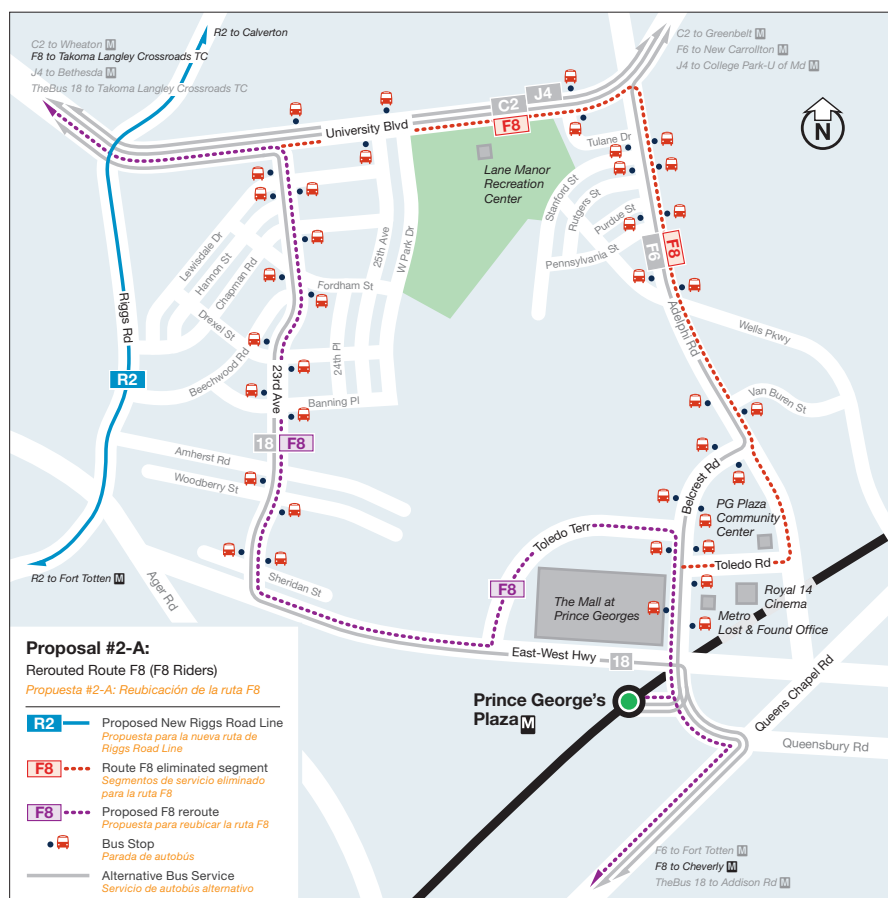
¡Participe y comparta su opinión!

Route F8 Riders

Metro is considering eliminating Route R2 service on 23rd Avenue. Route F8 could be rerouted to serve 23rd Avenue. Metrobus Route F6 will continue to serve Adelphi Road.

Pasajeros de la ruta F8

Metro está considerando eliminar el servicio de la ruta R2 en la 23rd Avenue. La ruta F8 podría ser reubicada para proveer el servicio a lo largo de 23rd Avenue. La ruta F6 proveería el servicio a Adelphi Road.



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This bus stop is being considered for removal as it is not used frequently or is in close proximity to another bus stop.

This is part of a proposal to improve reliability on the Riggs Road Line (routes R1, R2). See if the alternative bus stops in blue in the map below would be practical for you.

Se esta considerando la eliminación de esta parada de autobús ya que no se utiliza con frecuencia o está cerca de otra parada de autobús.

Esto es parte de una propuesta para mejorar la confiabilidad en la Riggs Road Line (las rutas R1, R2). Verifique si las paradas de autobús alternativas marcadas en azul en el siguiente mapa le resultarían prácticas.



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- Go online to wmata.com/bus and click on the “Feedback Invitation for Riggs Road” link.
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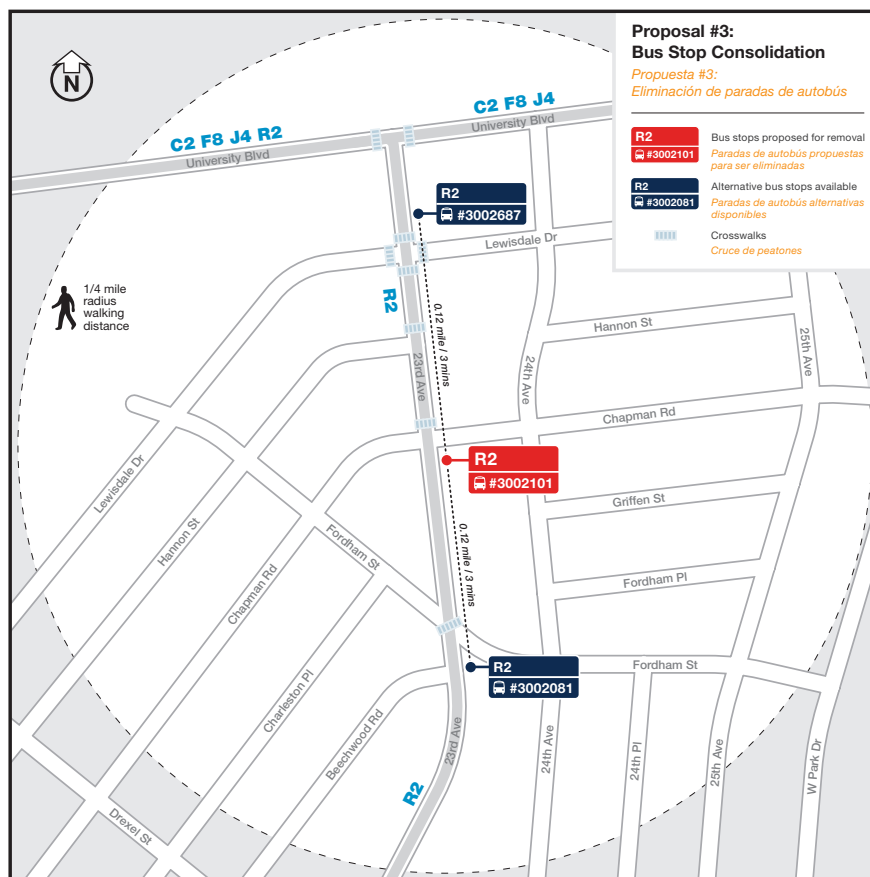
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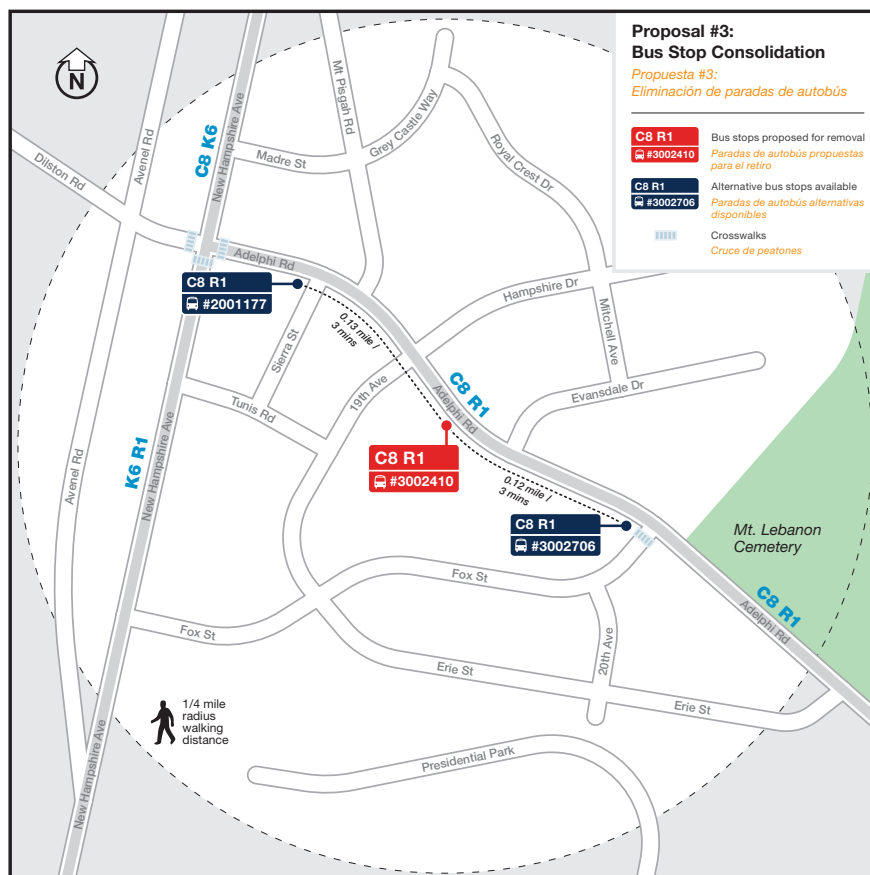
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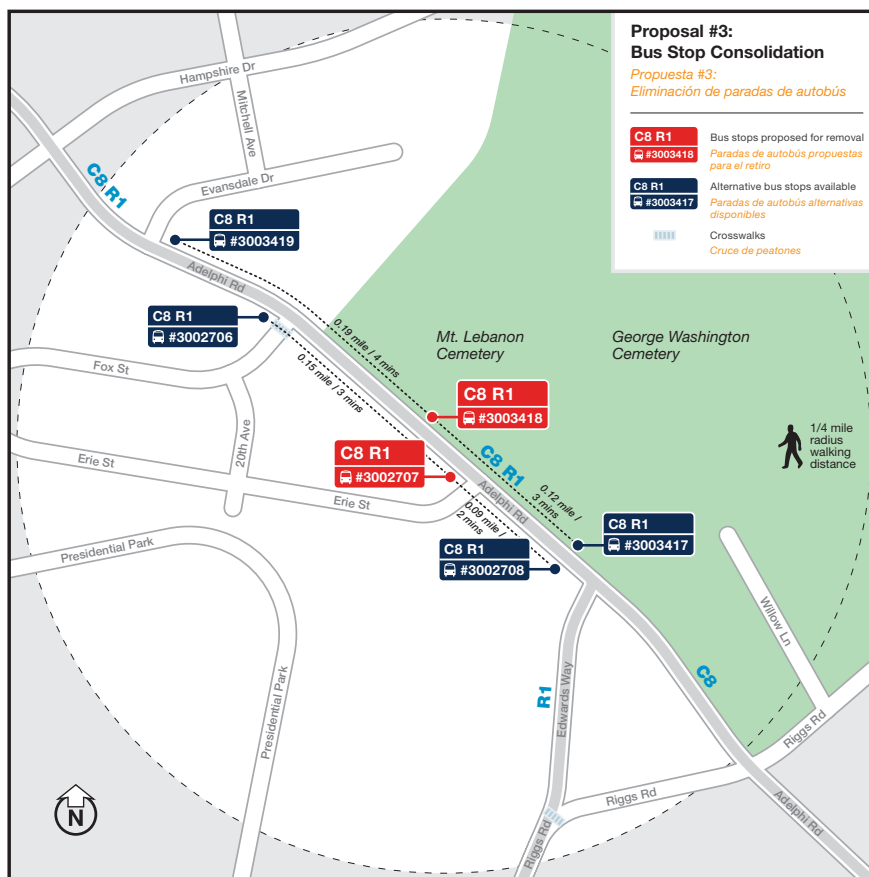
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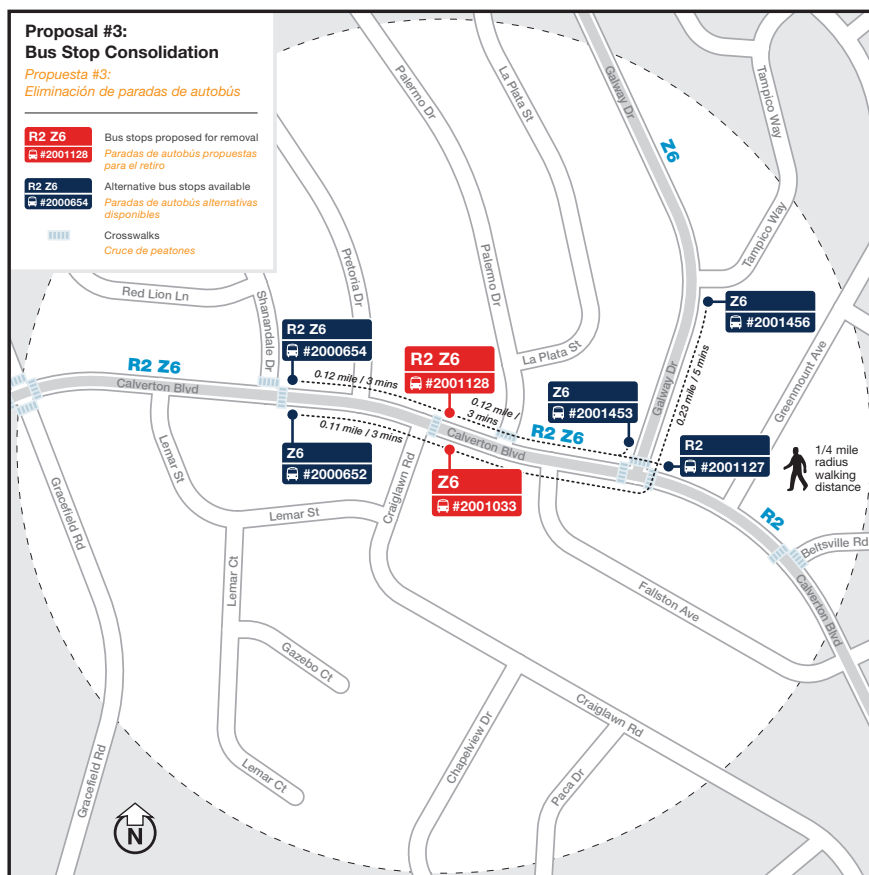
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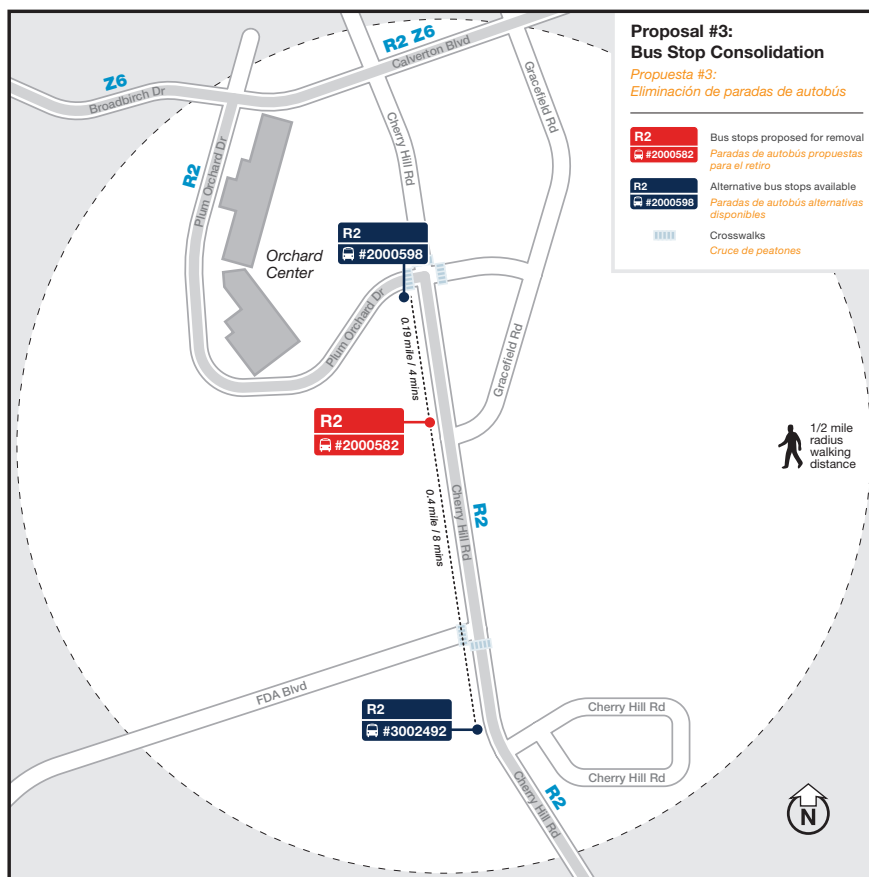
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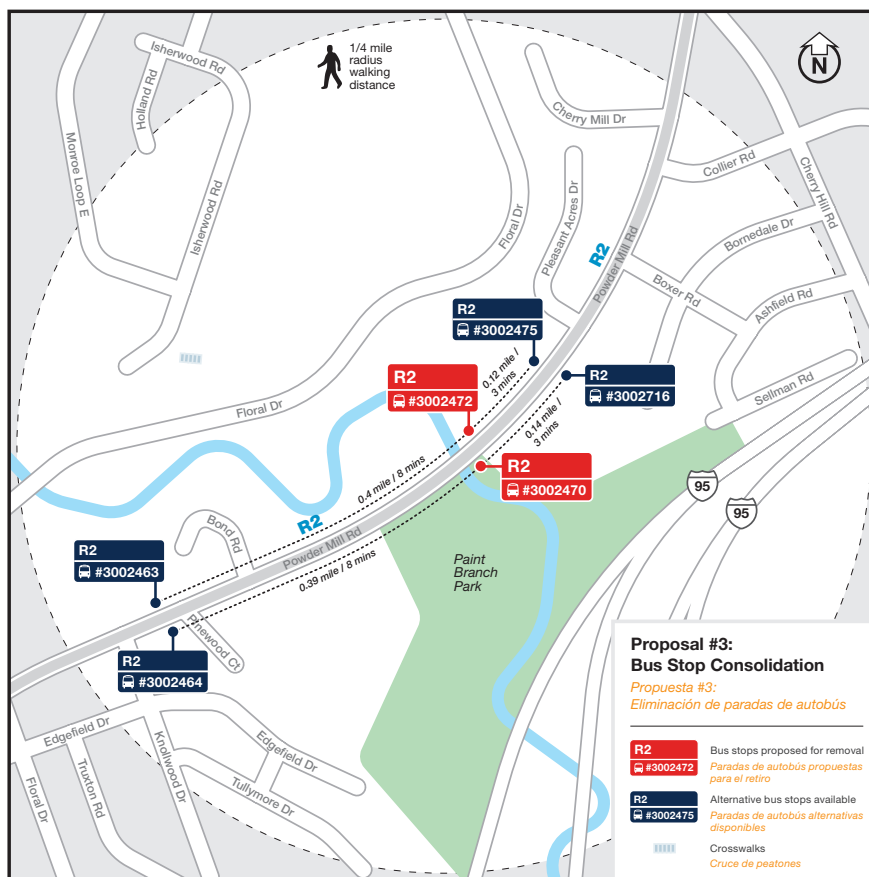
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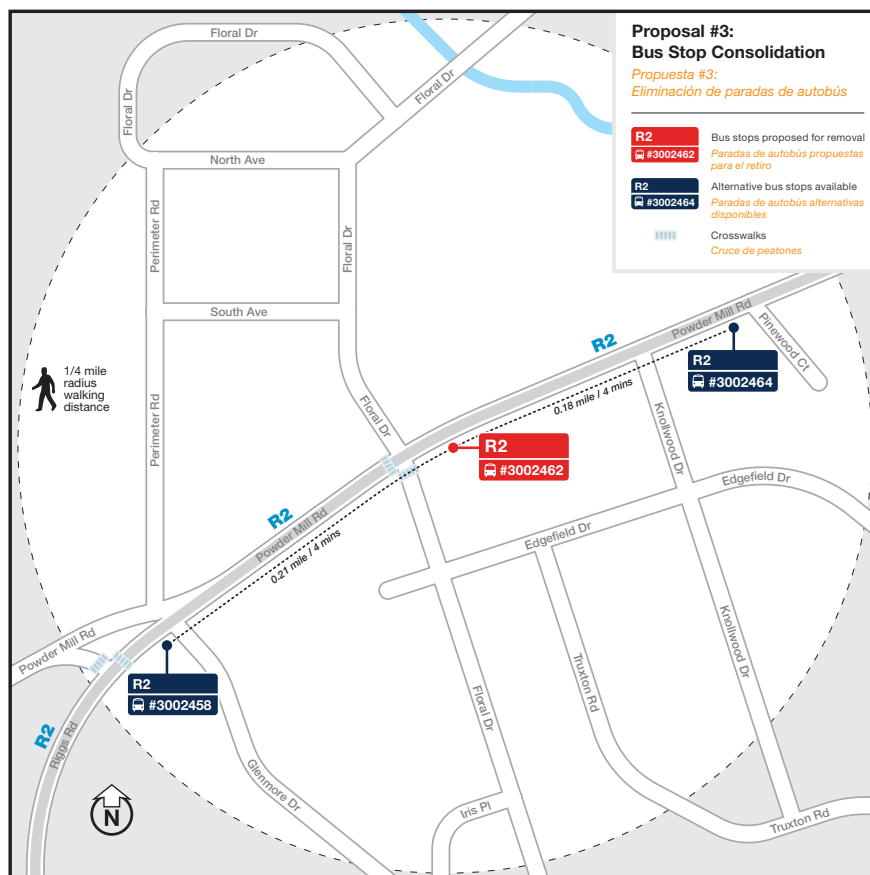
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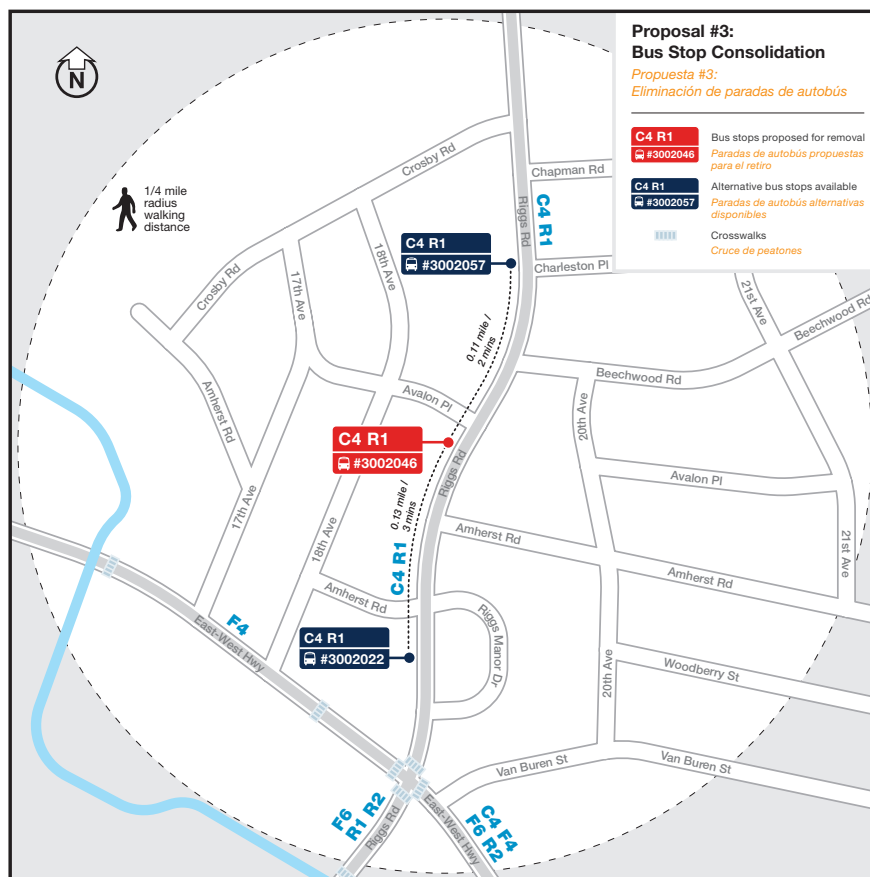
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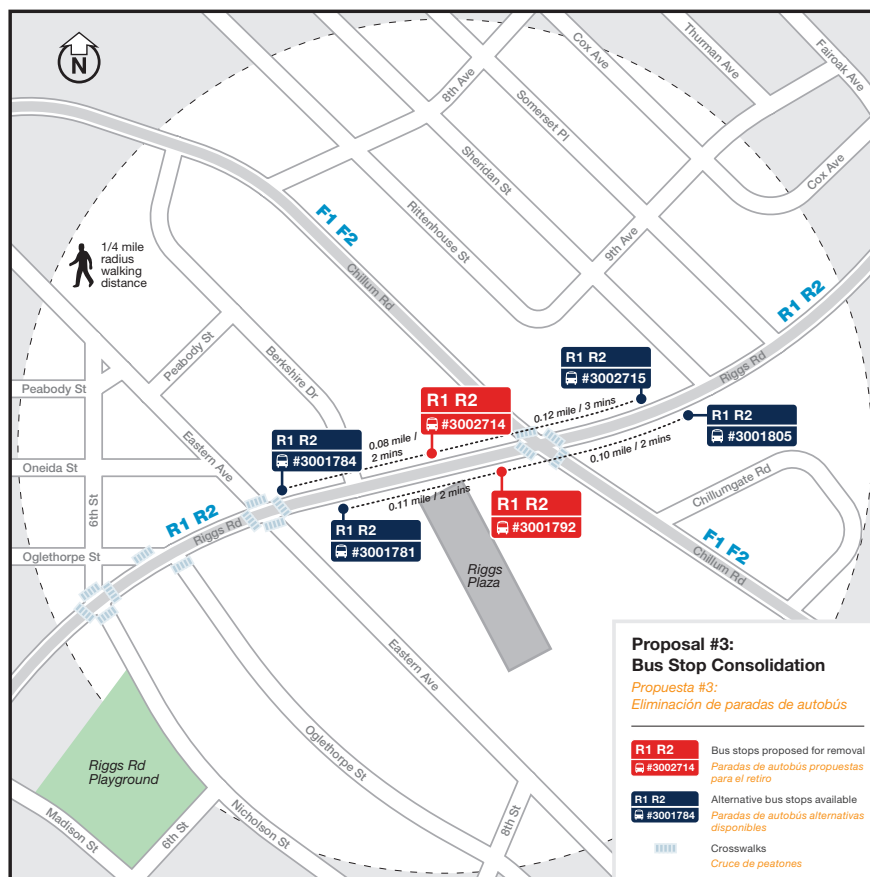
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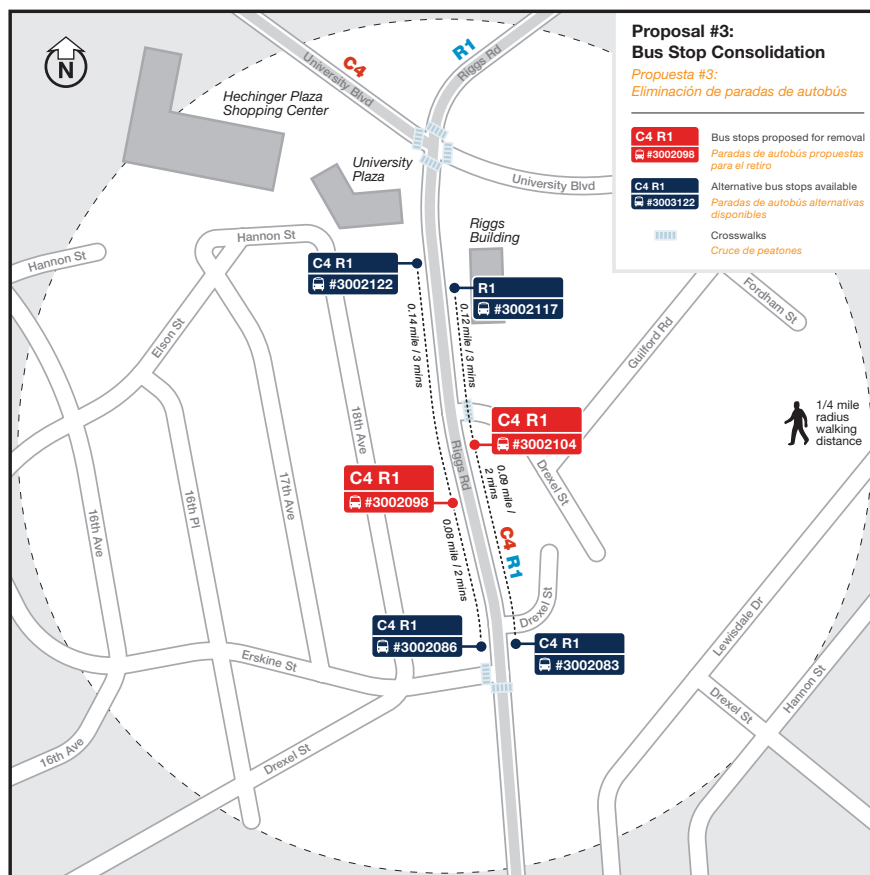
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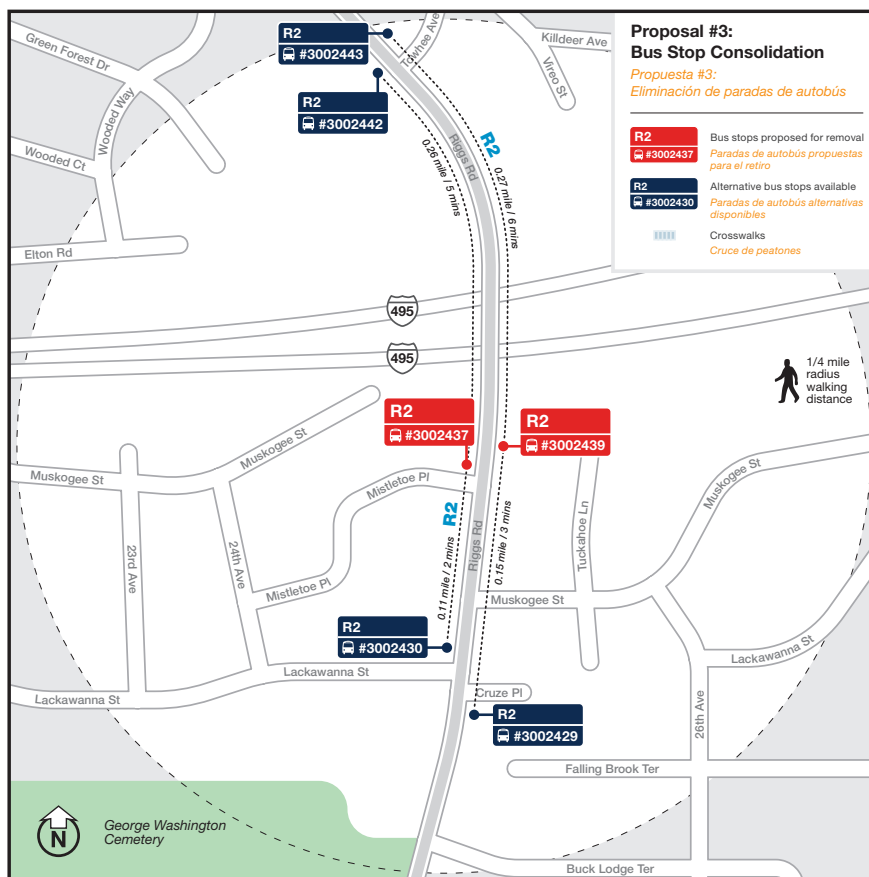
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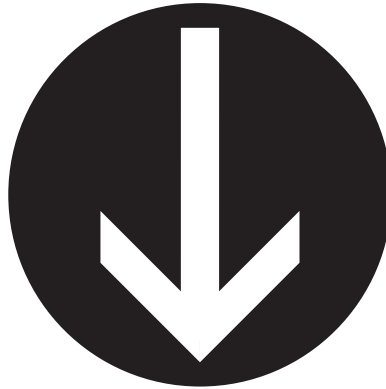


Feedback Invitation to Riggs Road Line

Invitación para proveer comentarios sobre de Riggs Road Line

PLEASE DROP COMPLETED SURVEYS HERE

POR FAVOR COMPLETE LA ENCUESTA Y PONGALOS AQUÍ



wmata.com/bus

