

Arlington Transit Strategic Plan

Public Engagement Summary: Draft Service Recommendations

What We Heard - September 2023

Executive Summary

The Arlington Transit Strategic Plan (ATSP) will guide Arlington Transit's planning efforts, the prioritization of capital programs and projects, and the development of the operating and capital budgets for the next 10 years.

Preparing the ATSP has provided an opportunity for county staff, residents, and commuters to look at their system together, consider the changes and challenges facing transit in Arlington, re-examine the priorities of our stakeholders and riders, and make choices about where and how to provide transit service in an efficient and cost-effective manner. Once adopted, the ATSP will allow Arlington Transit to better meet our community's needs and provide guidance to maximize transit investment.

In Summer 2023, the project team shared the ATSP's Draft Service Recommendations and launched a 6-week public engagement process to gather public input on them. We received over 1,800 comments on the proposed changes online and at 18 pop-up community engagement events. The input received in this process will inform the final recommendations that will be included in the ATSP for approval by the County Board in fall 2023.

Common themes from the input we received from this public engagement included:

- Bus frequency
- Reliability
- Route changes
- Late-night service
- Communication
- Driver behavior
- Coverage
- Convenience
- Accuracy of real-time information

Overall, the comments received are positive about the proposed service recommendations, with the most significant negative comments sharing concerns that proposed routing changes would reduce connectivity and increase walk distance for customers whose existing service would be discontinued. Some expressed uncertainty regarding the potential impact of schedule changes, but generally supported the proposed frequency and service hours improvements.

Further discussion of the public outreach process and analysis of the feedback collected during both rounds of engagement is included in this document. Detailed summaries of the feedback we received for proposed changes to each ART route are included in the Appendix of this document.

Project Background, Goals and Basis

In 2018, The Virginia General Assembly passed legislation that requires transit agencies operating in urbanized areas to develop a Transit Strategic Plan (TSP) to ensure that transit services are planned in a way that better meets the mobility needs of their communities. The main goal of a TSP is to create a strategic blueprint outlining desired changes that will improve the provision of transit services within existing funding structures.

The Arlington Transit Strategic Plan (ATSP) is focused on the Arlington Transit's fixed route bus system (ART) and Paratransit Operations (STAR). However, the ATSP also considers how adjacent and overlaid services play a role in Arlington's transit network. This includes coordination with agencies such as WMATA, DASH, Fairfax Connector, and Loudoun County Transit.

For more information on the project's background, history, goals and planning basis, please visit the [project website](#).

Public Engagement – Summer 2023

The Summer 2023 Engagement took place between June 21, 2023 and July 31, 2023 and gave residents an opportunity to provide feedback on proposed service recommendations developed for the Arlington Transit Strategic Plan. These recommendations were developed using input from the initial public engagement conducted in Fall 2022, along with the Technical Analysis performed as part of this planning process. You can read more about these on the project webpage, in the [Public Process](#) section.

A virtual public meeting was held on June 21, 2023 and an online feedback form was launched on the Arlington County Website to share more information about the proposed service recommendations and solicit feedback on the potential changes. The online feedback form included information on how the draft service recommendations were developed and asked respondents to provide their feedback on the proposed changes for individual ART routes. Participants could provide feedback on as few or as many routes as desired.

In addition, members of the ATSP project team hosted 18 pop-up events and made appearances at locations across Arlington throughout the month of July 2023. At each pop-up event, members of the public were introduced to the ATSP draft service recommendations and asked to share their feedback on the proposed service recommendations for individual ART Routes. Participants could provide feedback on as many routes as desired using a paper form. Display materials included informational poster boards and handouts with links to the online feedback form. The pop-up events specifically targeted harder to reach populations (older adults, low English proficiency populations, low-income residents, people who don't currently use Arlington Transit) and took place at the following dates, times, and locations:

Table 1 | Location of Summer 2023 In-Person Pop-up Engagements

Date	Location
Thursday, June 29, 2023	APS Family Market at Carlin Springs ES
Thursday, July 6, 2023	The Carlin
Thursday, July 6, 2023	Ballston Farmers Market
Sunday, July 9, 2023	Fairlington Farmer's Market
Monday, July 10, 2023	Transit Stop outside DHS Sequoia / APS Syphax
Tuesday, July 11, 2023	Crystal Houses Apartments
Wednesday, July 12, 2023	Arlington Free Clinic
Thursday, July 13, 2023	Shirlington Transit Center
Friday, July 14, 2023	Culpepper Gardens
Saturday, July 15, 2023	Courthouse Farmers Market
Monday, July 17, 2023	Wakefield HS Summer School
Wednesday, July 19, 2023	Rosslyn Farmers Market
Friday, July 21, 2023	AFAC Food Distribution
Saturday, July 22, 2023	Arlington Mill CC / CAFB Food Distribution
Sunday, July 23, 2023	Westover Farmers Market
Tuesday, July 25, 2023	Ballston Bus Bays
Saturday, July 29, 2023	Cherrydale Farmers Market
Sunday, July 30, 2023	Columbia Pike Farmers Market

What We Heard

The Summer 2023 engagement gauged respondents' support for the Draft Service Recommendation that proposed changes to the frequency, hours, and alignments of routes. It also offered the opportunity to provide open ended feedback on ART service and their level of support for the proposed service changes. The feedback collected included a range of themes including bus frequency, reliability, route changes, late-night service, communication, driver behavior, coverage, convenience, and accuracy of real-time information.

Nearly 500 route-specific comments were taken during the in-person engagement and over 600 were received through the online feedback form. The Routes that had the most support based on the proposed service recommendations were Routes 41, 43, 45, and 55, while the proposed recommendations for Routes 42, 72, 77, 84 and 87 received lower levels of support.

While the responses from the online and in-person engagement have many factors in common, it should be noted that slight differences between the two may be understood when considering the different audiences that were reached. The demographic response rate from the online engagement roughly corresponds to the demographic makeup of Arlington. It is significant to note, however, that the response rate from Spanish language speakers during the in-person engagement made up over 35% of all responses, which is a much higher share than the demographic makeup of the county's population.

The charts shown below describe the share of route-specific open-ended comments received during the in-person pop-up events and the share of online "Support" or "Strongly Support" responses to the proposed Service Recommendations by Route. They show that feedback was collected for each of the routes across the entire ART system and that comments regarding the service recommendations were mostly positive. Many comments were received on Route 72, and respondents were generally supportive of the proposed changes. The busiest route in the network, Route 41, also received a large share of the route-specific comments, and analysis of the feedback found that respondents expressed some concerns with the proposed recommendations.

Figure 1 | Open Ended Comments July 2023 Pop-up Events

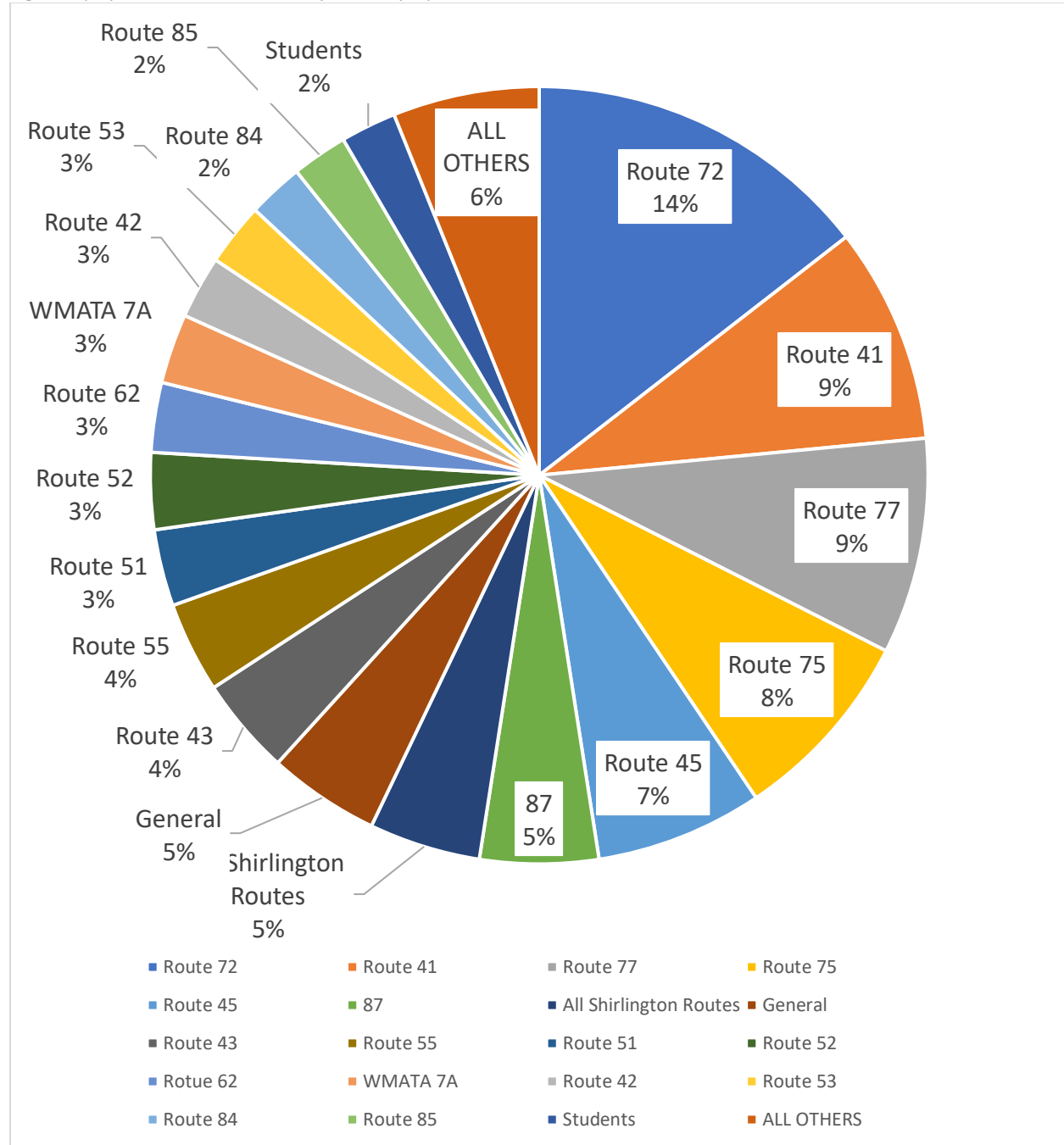
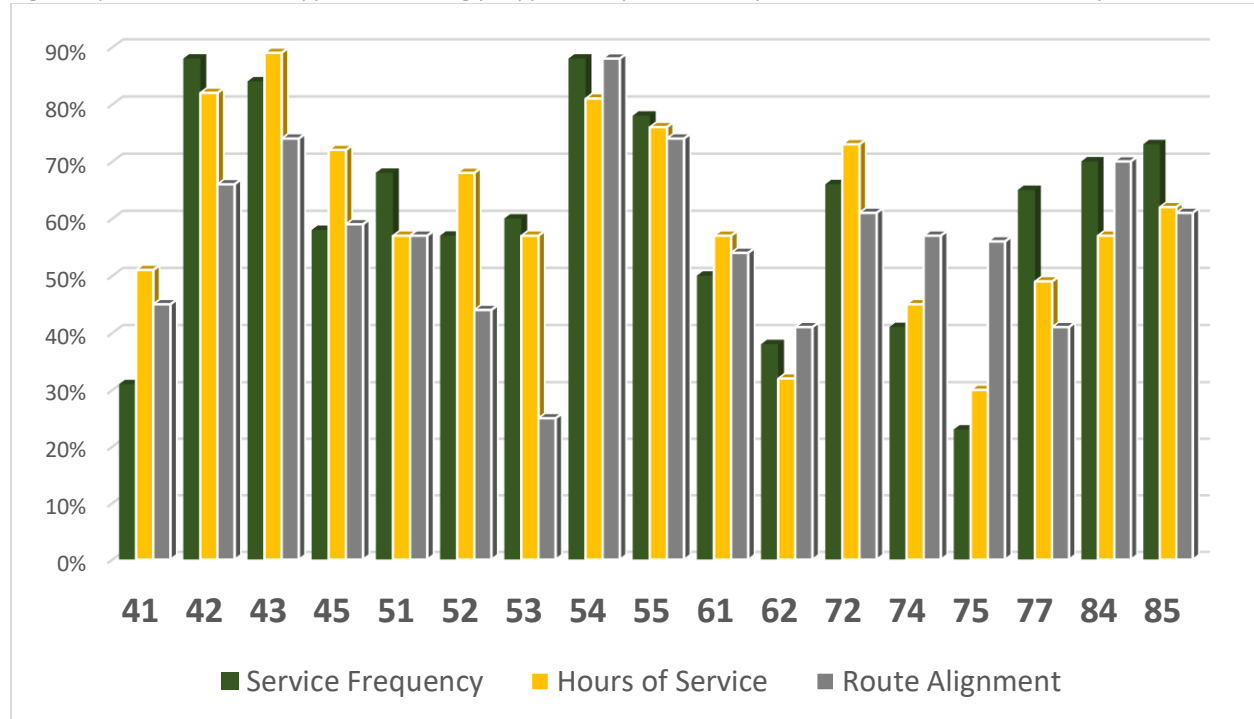


Figure 2 | Share of Online “Support” or “Strongly Support” Responses to Proposed Service Recommendations by Route



Overall, the comments received are positive about the proposed service recommendations, with the most significant negative comments related to concerns that proposed routing changes would reduce connectivity and increase walk distance for customers whose existing service would be discontinued. Some respondents expressed uncertainty regarding potential impact of schedule changes, but generally supported the proposed frequency and service hours improvements. One respondent requested free transit service, similar to what has been implemented for Alexandria DASH and one suggested that all ART buses should be transitioned to electric propulsion as soon as possible. Some expressed safety concerns about extended wait times and that increased frequency during late-night hours could help to address this.

Key Themes

The themes below summarize the feedback we received from respondents to enhance the overall ART service experience and improve the ATSP Service Recommendations:

1. **Frequency:** A significant number of respondents requested more frequent bus service, above and beyond the increases provided by the service recommendations, especially on weekends. Despite proposals to increase frequency along numerous routes, many respondents felt the proposed improvements were not sufficient enough, particularly on routes with predominately 30-minute headways.
2. **Service Span / Hours of Operation:** Many people requested significant expansion of weekend service. Respondents also suggested extending the hours of operation, especially for late-night

service to better support shift-work employees, particularly at Virginia Hospital Center. Respondents would like to see consistency across all routes to provide weekend service, and later weeknight service, particularly on Route 42.

3. **Reliability:** Many respondents expressed concern with the reliability of bus service and the accuracy of bus schedules and the real-time bus arrival information and reported that buses are sometimes late or do not show up at all, which can be a major inconvenience. Many comments expressed dissatisfaction with the quality and accuracy of real-time bus arrival information and requested a dedicated ART mobile app to address this concern.
4. **Connectivity:** Respondents asked for better connectivity between major destinations, particularly between the Rosslyn-Ballston Corridor and the Pentagon City / Crystal City area or between Fairlington, Shirlington and the Pentagon. People commented that they would like to see more direct routes and fewer transfers. Some expressed concern that the proposed routing changes would reduce their connectivity and that any additional stops on existing routes could increase travel times for existing customers.
 - a. Key locations that merit additional consideration for service that were brought up by respondents were Virginia Hospital Center (VHC), Long Bridge Aquatic Center, Eden Center, Pentagon, Crystal City, Shirlington, and Fairlington.
 - i. Many respondents appreciated more access to VHC but urged 7-day service with more service hours/frequency for any route that stops there, particularly to benefit VHC employees.
 - ii. Many respondents felt that improved transit access to Shirlington and Fairlington were not properly addressed, and the draft recommendations oversaturated coverage between Crystal City and Potomac Yard, given the existing WMATA service already in place.
 - iii. Eden Center and Long Bridge Aquatics Center were specific locations that several respondents wanted to see provided with more bus service.
 - iv. Respondents cited concerns about service to the Pentagon Transit Center, particularly when it comes to the speed of ART routes in comparison to WMATA routes.
 - b. Respondents expressed a desire to see all Routes access MetroRail stops wherever feasible, and had various opinions about which MetroRail stops were the most appropriate:
 - i. Some respondents did not like seeing the new Route 54 terminate at VHC and would rather see it terminate at MetroRail along the Rosslyn-Ballston Corridor, with Ballston being most commonly referenced.
 - ii. Some respondents like to see routes stop/terminate at Rosslyn, but others are concerned about buses operating through this area due to heavy traffic.

- iii. Some respondents would like to see more direct routes to East Falls Church from areas other than North County.
 - iv. Ballston was the most referenced MetroRail stop where respondents would like to see more routes terminate based on the proposed alignments, in particular Routes 43, 52 and 54.
- c. **Schools:** Overall respondents felt that the service recommendations did a great job in addressing access to APS facilities, however it is important that ART continues to coordinate with APS to ensure frequency and schedule times are compatible with school hours.
- 5. **Microtransit/Ridesharing:** A few comments recommended a wider network of microtransit options, including the service area where the proposed Route 54 would operate, and a partnership with Uber/Lyft that utilizes EV's throughout the system. One respondent did support the proposed Microtransit zone as a pilot replacing the existing route 53 service area.
 - 6. **Accessibility:** Several respondents expressed concern about the accessibility of the bus stops and would like to see more accessible stops, such as those with ramps and level boarding. Some respondents with disabilities have concerns about the accessibility of the buses, such as the need for buses to kneel and deploy ramps. One commenter asked that drivers stop closer to the curb.
 - 7. **Safety:** Some respondents are concerned about safety, especially at night. Comments revolved around extended wait times and poorly lit bus stops. The only route with a specific comment regarding Safety was Route 41, for which a respondent felt more frequency during Late Night was required to reduce passenger wait-time in the dark.
 - 8. **Communication:** Some commenters want to see better communication from ART about changes to service and are not clear about how the proposed service recommendations will affect them. They also expressed a desire to receive more timely and accurate real-time information about delays, route changes, and other disruptions.
 - 9. **Customer Service:** A number of comments were received about operator behavior and service quality such as complaints about operators not stopping and leaving passengers behind and the need for more patient and courteous drivers. One customer expressed a need for better security for operators after having witnessed an assault.
 - 10. **Quality of Buses:** Several comments were made regarding the quality of buses and the internal systems such as malfunctioning air conditioning and stop pull cords.
 - 11. **Free service:** Some commenters would like to see ART service be free, like DASH.

Detailed Summaries of Public Feedback by Route are included in the Appendix of this document below.



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Next Steps

The Arlington Transit Strategic Plan will be presented for Board approval in Fall 2023 prior to a formal submission to meet the DRPT-mandated Transit Strategic Plan requirements. The final Service Recommendations will be shared with the public in advance of this presentation with specific emphasis on what changed due to public input received on the draft Service Recommendations. This communication is anticipated in September 2023.

More Information

Project Page: [Arlington Transit Strategic Plan](#)

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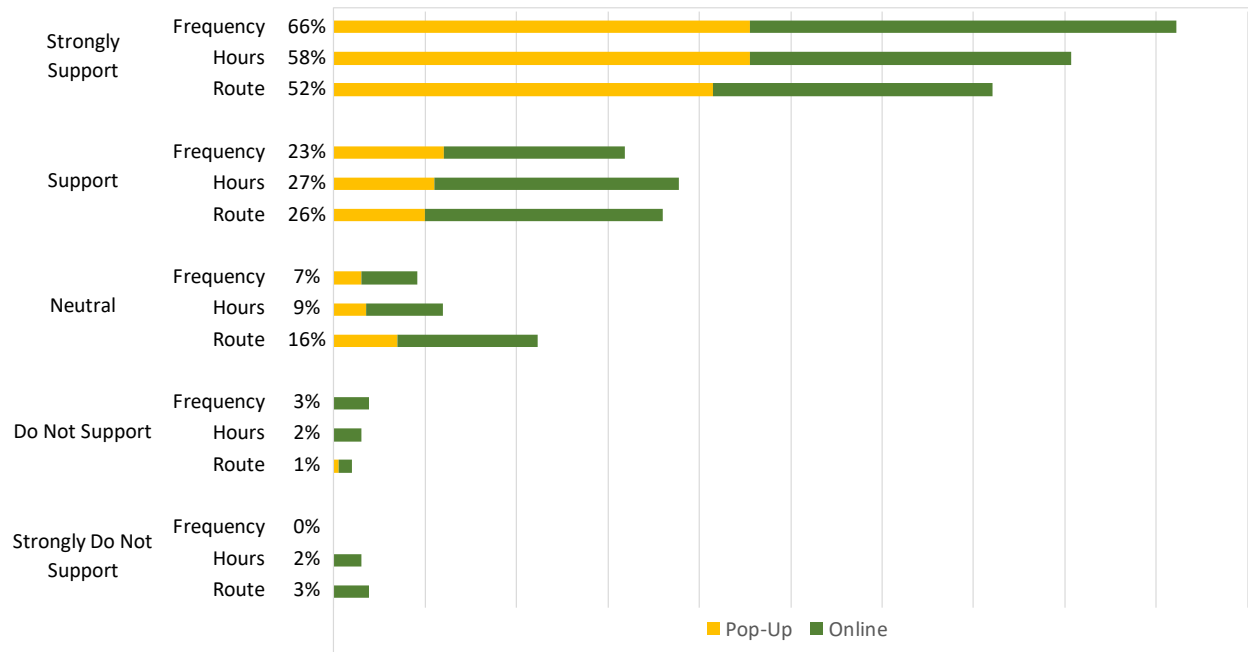
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APPENDIX

ROUTE 41

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Positive Feedback and Support (6 comments)
 - a. Customers express satisfaction with the service and support proposed changes.
2. Request for Earlier and More Frequent Service (17 comments)
 - a. Customers request buses to start at 5:00 AM or earlier.
 - b. They desire increased frequency, especially on weekends and holidays.
 - c. Some suggest specific early morning timings like 5:30 AM for improved service.
3. Appreciation for Bus Drivers (3 comments)
 - a. Customers appreciate the courteous and patient behavior of bus drivers.
 - b. There is a request for better coordination among drivers.
4. Communication and Consistency (3 comments)
 - a. Customers request better communication about bus delays or breakdowns.
 - b. They seek consistency in bus schedules, particularly at 5:35 AM.
5. Accessibility and Convenience (3 comments)
 - a. Customers suggest adding destinations on buses for better accessibility.
 - b. Some request direct routes to the hospital and Columbia Pike via Seminary Rd.
6. Miscellaneous (7 comments)
 - a. Some comments highlight specific use cases, like taking the bus for English classes.

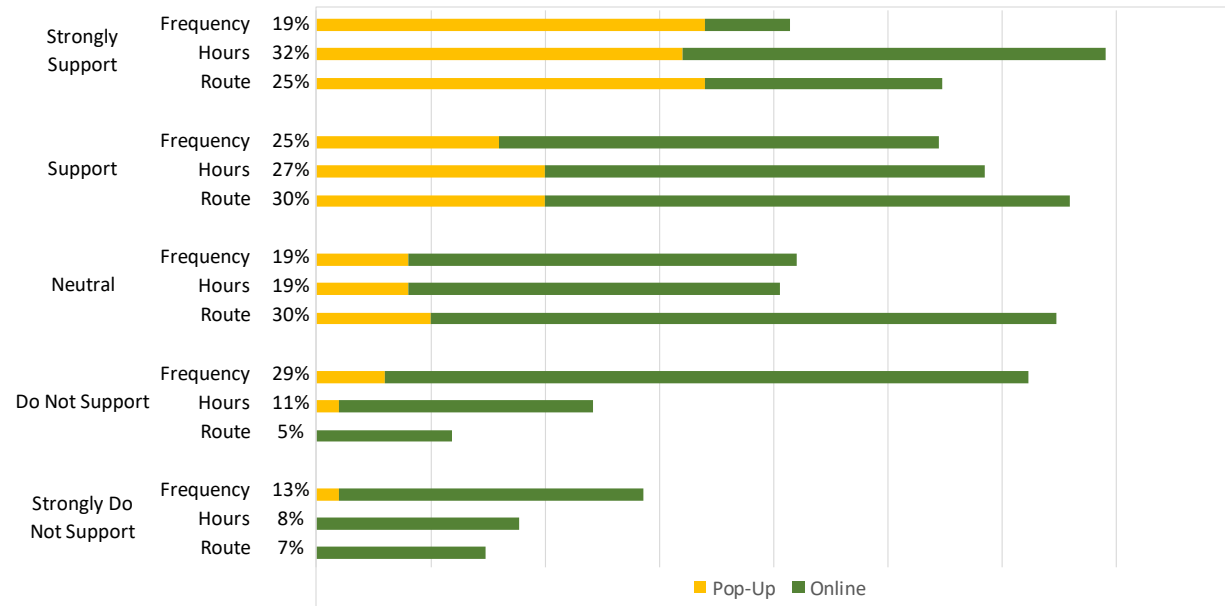
- b. A request to make certain routes free (e.g., 45 - DHS) is mentioned.

Summary of Online Open-Ended Comments

1. There is mixed feedback about frequency during the evening hours:
 - a. A few respondents felt that evening frequency needed to be greater since there is demand for it and concerns about having passengers waiting too long in the dark.
 - b. One respondent says although they like to use the route for getting their daughter to school, they do not like how late it runs due to the noise of buses on a busy street.
 - c. Other frequency comments include frequency should be more than 12 minutes, and peak service should last till 8-9 PM.
2. There are mixed opinions about where the Eastern Terminus of the route should go, whether it should be Rosslyn, Courthouse, or Ballston. One respondent thinks that the service along Wilson/Clarendon Blvd is duplicative between the 41/43 and could be merged into a single high frequency route along that corridor.

ROUTE 42

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Safety and Late-Night Service (7 comments):
 - a. Some customers express concerns about safety while waiting for buses late at night.
 - b. There is a demand for late-night service, particularly around 2 am.
 - c. Customers want the buses to arrive on time during late-night hours.
2. Frequency of Service (6 comments):
 - a. Many customers believe that the service frequency needs improvement, especially during busy hours.
 - b. Some suggest increasing the frequency to every 20 minutes or providing more morning service.
3. General Satisfaction (4 comments):
 - a. Several customers are happy with the existing service and consider it great.
4. Route and Efficiency (3 comments):
 - a. Customers appreciate the efficiency and preference of Route 42 over other options like the Metrobus.
 - b. Some suggest extending the route to reach a hospital.
5. Requests for Improvements (2 comments):
 - a. There is a request for express service on Route 42 or a direct one-seat ride to Ballston (with a willingness to pay for it).
 - b. Some customers request service extension until 10 pm on Fridays and Saturdays.
6. Driver Performance (2 comments):

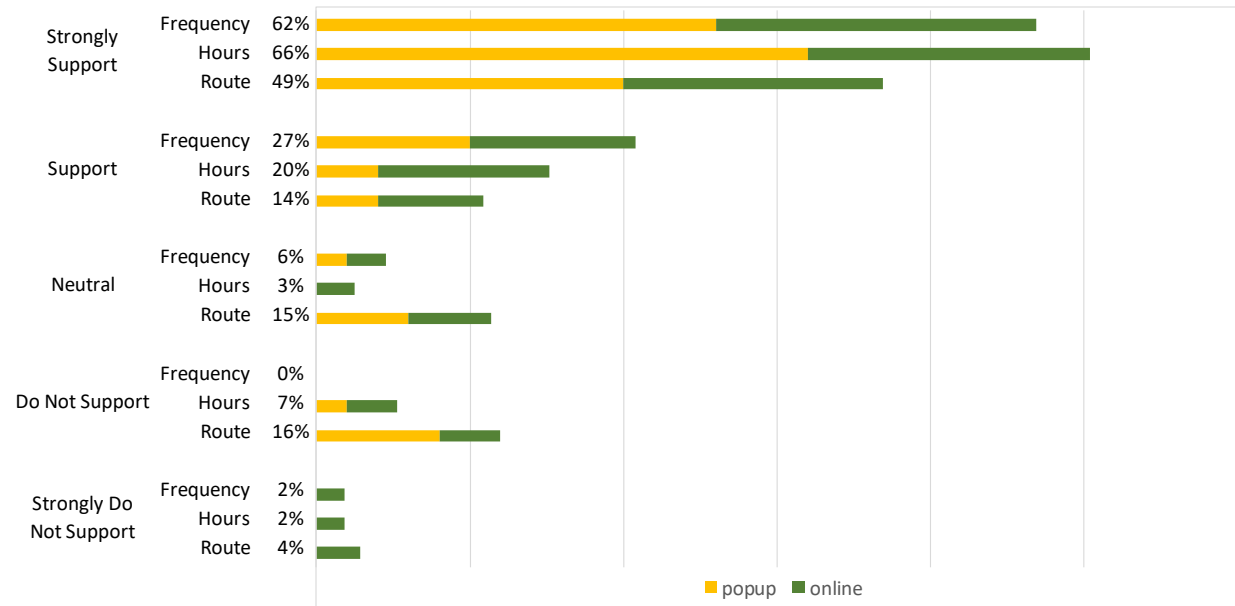
- a. A couple of customers mention that drivers should be more aware of traffic patterns and routes to better serve passengers.

Summary of Online Open-Ended Comments

1. Several comments suggest that ART should consider replacing the Pentagon with another nearby Metro Station on a consistent basis to improve travel time (accessing the Pentagon Transit Center is quite circuitous) and to be closer to likely sources of ridership. Pentagon City would be an easy choice, but Crystal City would be even better - linking Arlington's two densest neighborhoods and providing a connection to VRE, and eventually Amtrak service and an easy walk to National Airport.
2. Several respondents felt that the route deserves more frequent service than every 30 minutes and that Route 42 needs to operate 15 minute frequencies all day weekdays and weekends
3. A major concern of this route is the lack of sufficient evening service:
 - a. Respondents believe service along this route should span till at least 10 PM
 - b. Several respondents say that commuters along this route tend to be shift workers mostly at the Pentagon and students, which means the highest demand for service is not the typical rush hour for the system but rather the 7-8 PM time period, which currently shows an off-peak frequency of 30 minutes.
 - c. One respondent believes that service should operate till Midnight on Friday and Saturday evenings.
4. One respondent thinks that if better frequency/span of service cannot be established for the 42, that an express route that closely follows the 42 with limited stops should supplement the service, traveling between Ballston and Crystal City
5. One respondent believes the deviations along this route are ineffective
6. One respondent thinks this route should terminate at Long Bridge Aquatics Center

ROUTE 43

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Positive Feedback on Current Service: 10 comments
 - a. Service is great, love weekend service for 43, it is so easy, better than metro (and cheaper)
2. Request for Service Expansion or Extension: 7 comments
 - a. Add more available stops, extend to Ballston/Clarendon and add stops between Rosslyn to the western end point
3. Connectivity and Transfer Improvements: 3 comments
 - a. Connect to Metroway
 - b. Need orange/silver bus connections to Blue/Yellow lines without going to Shirlington
 - c. Interested in a bus from Crystal City to Dulles airport
4. Weekend Service Appreciation: 5 comments
5. Praise for Direct Routes and Convenience: 2 comments
6. On-Time Performance and Frequency: 3 comments
7. Comparison with Other Transportation Options: 2 comments
 - a. Honestly, it is perfect so easy, better than metro (and cheaper), not sure she'd use weekend service - just commute
8. Suggestions for Improvement and Additional Stops: 2 comments
 - a. Free fares! Longer transfer discount window
 - b. Few more stops for the 43; additional stop in Arlington; Pierce St?

Summary of Online Open-Ended Comments

1. Few respondents believe that weekend service should be more frequent than 30 minutes, and that Friday and Saturdays should go to 1:00 AM. Some respondents think there is weekend demand to

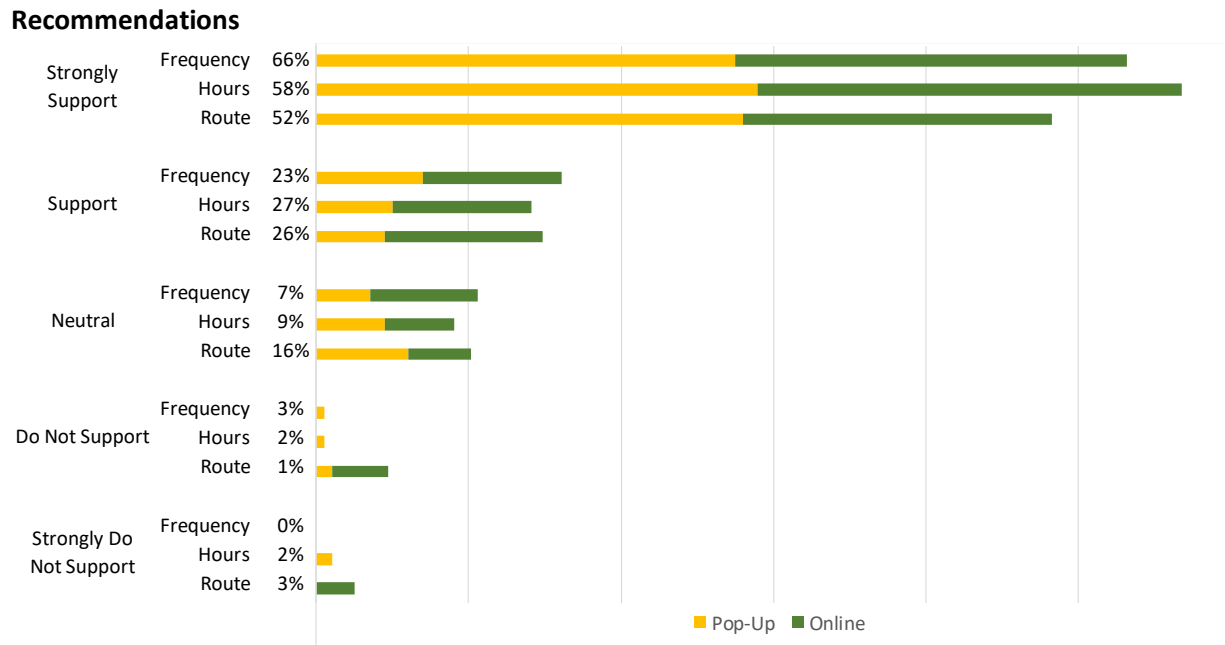


Long Bridge Aquatics Center that this route could provide, in which one respondent claims the old ART Route 92 was able to provide.

2. Although the Route effectively connects Crystal City and Clarendon, there is concern that the route is not direct enough due to too many stops and going through Rosslyn which is believed to be a chokepoint.
3. Alternatively, some respondents believe there needs to be stops along Clarendon and Wilson between Courthouse and Rosslyn.
4. Some respondents wish to see Ballston as the western Terminus rather than Clarendon.

ROUTE 45

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Service Frequency (8 comments)
 - a. Service frequency the service frequency is crazy, to long waiting time; waiting time on weekends is worse;
 - b. Service Hours (9 comments)
 - c. Me parece la idea porque siempre tengo que esperar hasta 30 mins lunes a domingo, fines de semana es peor. (I like the idea because I always have to wait up to 30 minutes Monday to Sunday, weekends are worse.
 - d. Mejorar servicio 10 to 11:30 (improve service from 10 to 1130) the bus is full all the time.
 - e. 5AM-1AM
 - f. Need later hours; more late night service for ART overall
 - g. Extend hours to 130am Monday-Saturday
 - h. The last bus always runs at 10:30 it supposed to arrive at 11:30pm for last bus.
 - i. El ultimo bus sale a las 10:30pm en vez de 11, 11:30. Pineso que deberian mejorar el servicio a esta hora, el bus siempre va lleno [The last bus leaves at 10:30 pm instead of 11, 11:30. I think they should improve the service at this time, the bus is always full]
 - j. Good to make hours later for folks that have evening jobs
2. Weekend Service (5 comments)
 - a. It is necessary to provide Saturday Service
 - b. Mas frecuencia de buses los domingos; More frequency on Sundays
 - c. Why is late night Saturday frequency better than Late Night weekday frequency? Maybe reduce headway on Saturday Night and add service on Sunday 20 min frequency Sunday would be nice.

- d. Expandir el servicio los fines de semana; venir mas seguido por si pierde an autobus por esperur el otro duto bus (Expand service on weekends; come more often in case you miss a bus to wait for the other bus)
- e. Reliability (2 comments)
- f. sometimes the bus late, need more buses.
- g. Not punctual, especially in the afternoon;
3. Communication (3 comments)
 - a. Not working transit app, needs to be more accurate and buses.
 - b. Realtime doesn't work
 - c. Need to do a better job with marketing. ART app is stupid.
4. Connectivity (10 comments)
 - a. Extend to Route 7; why no ART to DC; DC circulator stops in Rosslyn
 - b. Most of the time I take 38; it needs some improvement
 - c. Need a bus to go to Ballston 38 only runs 1/2 hour from Rosslyn
 - d. Support route extension
 - e. Add bus from Columbia Pike to DC
 - f. Needs to go to Route 7 Target also
 - g. Having an ART bus or Metrobus on George Mason Dr./ Columbia Pike to go to Wakefield High school becuase many kids are walking to school with no option
 - h. Yo tomo Carlin Springs hasta 8 zone y ahora si extiende hasta ia rota 7 se va a tardar mas (I take Carlin Springs up to zone 8 and now if it extends to route 7 it will take longer)
 - i. Abria mas cobertora por g'ayudana a mas gente "I opened more coverage to help more people"
 - j. Needs to go to Ballston
5. Support for Service Recommendations (6 comments)
 - a. Route changes don't impact me;
 - b. estos cambios son mucho mejor por que toman menos tiempo y mas rapido; que sigan mejoando (these changes are much better because they take less time and faster; that they continue to improve)
 - c. super support route change - no impacdt supoorts extension
 - d. really likes extension to Skyline - not impacted by change in turns
 - e. strongly supports extension due to grocery store connections.
 - f. Estos cambio serid bien (These changes will be good)
6. Service Quality (8 comments)
 - a. Buses are super old and need to be updated.
 - b. Some stop cords broken; some AC units broken
 - c. Good people, service; good drivers.
 - d. Road problems are not a driver problem (construction)
 - e. Service needs to improve overall; drivers don't stop at stops for people/many missed trips
 - f. When they go to the restrooms or somewhere they disappear for a long time and leave us waiting.
 - g. Los drivers nos hacen esperar mucho cuondo von al bano (The drivers make us wait a long time when they go to the bathroom)
7. Free service (1 comment)

- a. Make ART free for all routes like Dash.
8. Accessibility (1 comment)
 - a. When I take Art bus I have requested to pull closer to the sidewalk. I am older now and I can't jump few months ago I fell down when getting off the bus

Summary of Online Open-Ended Comments

1) There was some concern that frequency still needs to be improved beyond the proposed changes for this route.

- They feel there is a major drop-off between the 15-minute frequency on Saturdays vs. the 30-minute frequency in Midday and Evenings on Weeknights.
- One respondent says that Arlington Mill residents don't work primarily a 9-5 commute and could benefit from increased frequency past 5 PM.
- Another respondent believes even 15-minute frequency is not sufficient during peak times on this route.

2) Respondents felt that the 45 needs to access Mark Center, DHS Sequoia, and allow the bus to pick up passengers at South Courthouse/8th Street.

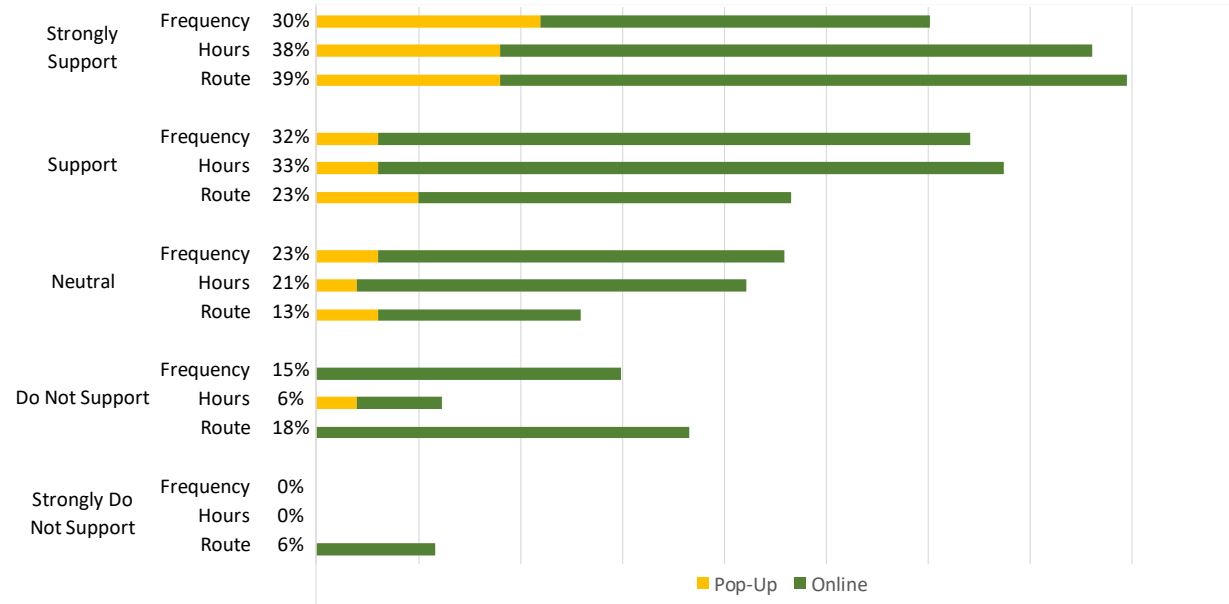
3) One respondent expressed concern that extending to Leesburg Pike could cause delays down the line.

4) One respondent believes that in lieu of the current and proposed alignments, that ART should consider redoing schedules for this route.

ROUTE 51

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations

Recommendations



Summary of In-Person Open-Ended Comments

1. Frequency and Speed: 2 comments
 - a. Excellent frequency, very fast, would prefer frequency of 20 minutes
2. Service and Route Changes: 2 comments
 - a. As long as I can get to my destination; I support any changes.
 - b. Put 51 on Washington Bv. 2A doesn't always come, and when it does, it's late.
3. Weekend Service: 4 comments
 - a. Need weekend service
 - b. Love possible weekend service; no options on weekends
 - c. Like the 51 needs weekend service.
4. Reliability and Punctuality: 2 comments
 - a. You can always depend on ART bus, but not Metro bus; it might be late but it shows.
 - b. Put 51 on Washington Bv. 2A doesn't always come, and when it does, it's late.
5. Fare and Cost: 1 comment
 - a. Free like DASH would be great; everything is so expensive. It would be great to get free transit.

Summary of Online Open-Ended Comments

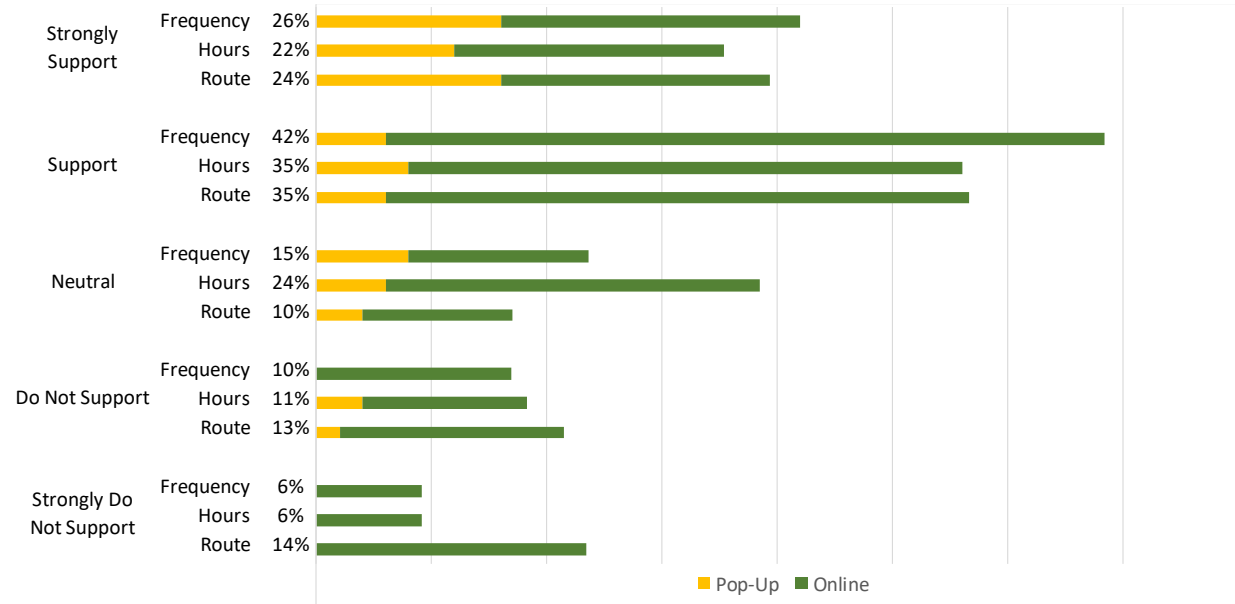
1. Several comments stated that former Route 61 riders would appreciate the increased service and connectivity that would be made available to them with Route 51 taking over a portion of that discontinued route.

2. Others commented that the westward extension to the East Falls Church Metro is useful, but the former ART 61 route being added to the 51 is meandering, duplicative, and should not be a priority in this constrained fiscal environment.
3. Many respondents have expressed concern along Route 51 and other routes about sufficient access to Virginia Hospital Center (VHC). In regard to the 51 specifically, the largest concerns are:
 - a. Frequency is not sufficient at 30 minutes between Ballston and VHC
 - b. Evening service should go 1AM every night.
 - c. There is belief that service to VHC on a systemwide basis are sufficient for visitors/guests, but not employees.
4. One respondent is concerned about using 16th street for bus service, primarily due to the school, lots of traffic, and numerous speed bumps and tables
5. A few respondents were disappointed that the 51 no longer goes to Langston Blvd and N Harrison St, primarily due to access to shopping centers
6. This route is the only route available for some communities (N Glebe from 13 to 18, and Westover Apartments, and the concern is that 30-minute frequency is not sufficient.

ROUTE 52

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations

Recommendations



Summary of In-Person Open-Ended Comments

1. Frequency and Schedule Requests (29 comments):
 - a. We need more buses during weekends and also more frequency.
 - b. Would prefer frequency of 20 minutes.
 - c. Likes the 30 minute service/wants earlier service on this Route M-F.
 - d. More frequency/Ballston Bay signs are confusing.
2. Ballston Metro Station Service (10 comments):
 - a. Still want bus to service Ballston Metro station/will need to transfer from 51 to 52 for a short trip.
 - b. Does not want bus to stop servicing Ballston - lives near Ballston.
 - c. Citizen recommended a shuttle to Ballston
2. Extended Service Hours (2 comments):
 - a. Should run later.
 - b. Is there a transfer or reduced wait time when taking the Metro to 52 ART?
4. Language and Communication (1 comment):
5. Miscellaneous/Other (1 comment):

Summary of Online Open-Ended Comments

1) Many respondents have expressed concern along Route 52 and other routes about sufficient access to Virginia Hospital Center (VHC). In regard to the 52 specifically, some respondents would rather see the 52 continue to serve Ballston and connect to VHC.

2) Several respondents expressed a need for weekend service along this route.



3) Similar to comment 1, the lack of a direct connection to Ballston is a huge concern.

4) There is huge concern about how this route supports access to local high schools:

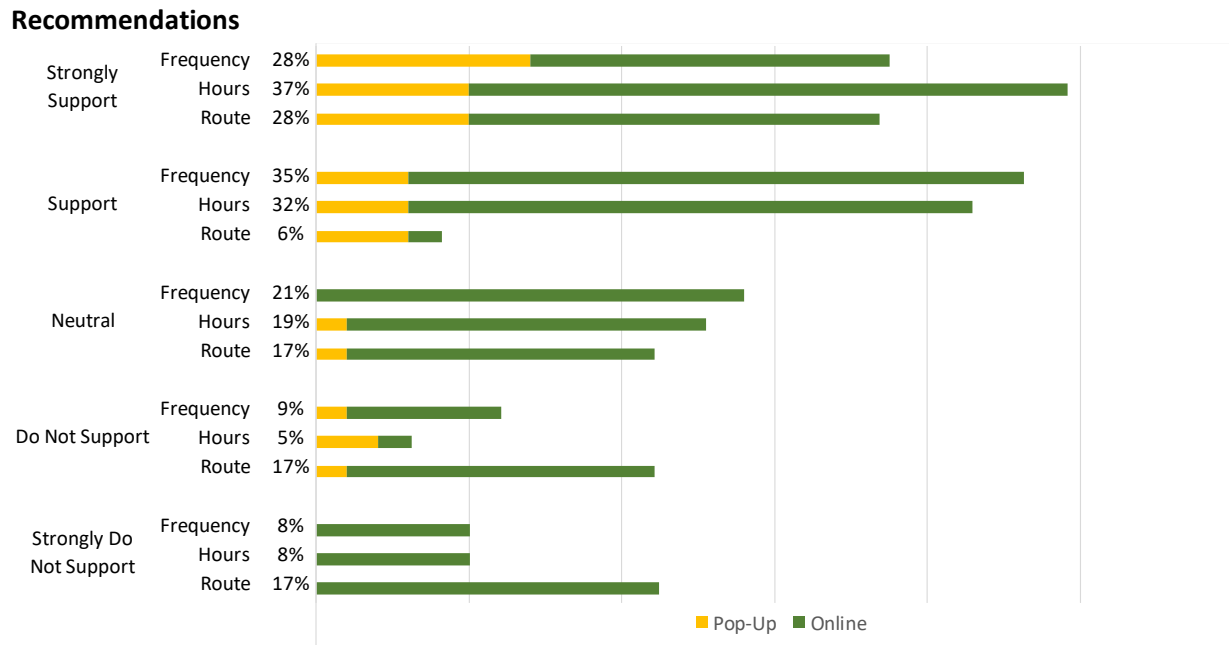
- Yorktown HS Students will not be able to get to Ballston and Washington Liberty HS without a transfer.
- Concern about lack of direct service for those on Cherry Hill Road, and Central Library.
- Concern about access to Bishop O'Connell High School

5) One respondent felt that this route should be operating at 15 min frequency during peak commute times and could otherwise operate at 60-minute headway during weekday off peak.

6) A couple of respondents would like to see the Western Terminus extend past EFC, particularly to communities such as Madison Manor and Eden Center.

ROUTE 53

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Stop Locations and Destinations (3 comments):
 - a. I really appreciate the Glebe & River St. stops.
 - b. Madison Community Center is a major destination and place for 55+.
 - c. Goes there to the hospital, but we need more service.
2. Service Frequency and Availability (6 comments):
 - a. Add Saturday service.
 - b. Very infrequent (Weekdays/no Weekend service).
 - c. Need service for Military Rd/Hard to walk.
 - d. Need weekend routes for Military Rd.
 - e. Catches 53 Larcom/Military 630-645a/53 always on time.
 - f. Scanner are broken a lot of the time.
3. Routing and Route Design (2 comments):
 - a. Weird routing on side streets.
 - b. Strongly support the new changes.

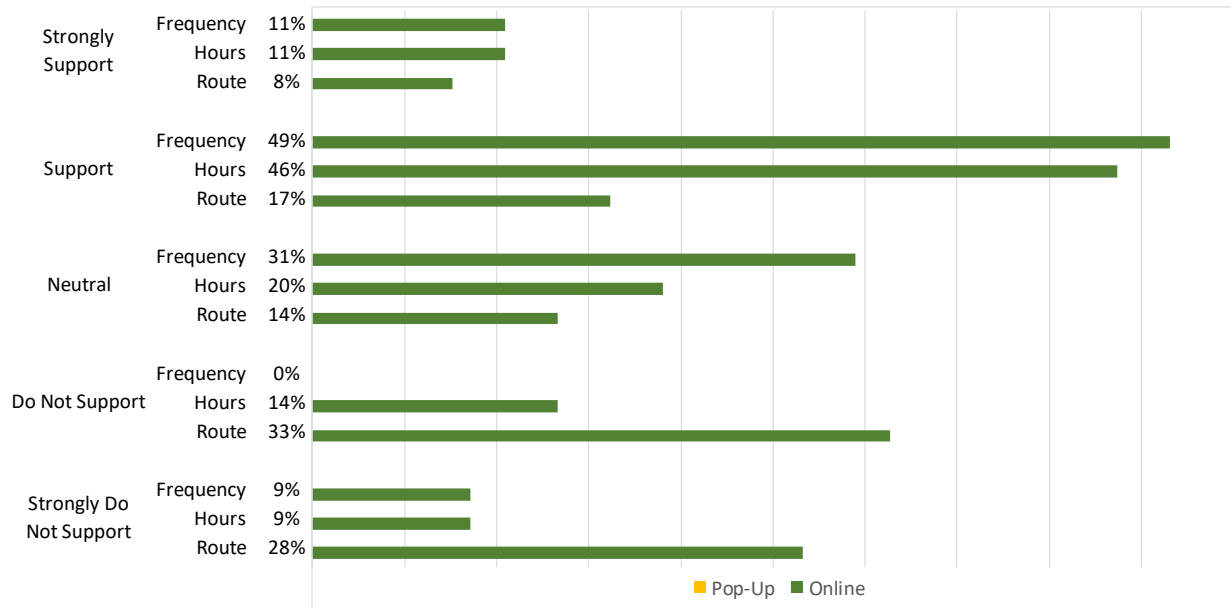
Summary of Online Open-Ended Comments

1. Respondents were receptive to adding Midday service to support local schools, but urge that departure times are coordinated appropriately, factoring in early release days.
2. Several respondents were not supportive of losing the connection to East Falls Church, particularly with losing access to it via Williamsburg Blvd

3. Some commentors supported the additional service to be provided to current Route 61 riders, while others felt that the extended Route 53 alignment was meandering and not cost effective.
4. Respondents appreciated access to VHC via this route, along with better connection from Cherrydale to Clarendon, but feels that it should be more frequent particularly during peak hours, along with weekend service (At least Saturday service). Service Hours and Frequency should consider non-traditional shifts at VHC.
5. Support for the proposed microtransit zone was mixed, with some saying that it would be more costly than fixed-route service and would serve only as a chauffeur service for wealthy residents, while others felt that the pilot should be expanded to cover more areas of the historically low ridership areas of North Arlington, perhaps with smaller electric vehicles and a premium fare.
6. One Respondent says they do not have access to Real Time Location and would like to see it better publicized.

ROUTE 54 (New)

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

n/a

Summary of Online Open-Ended Comments

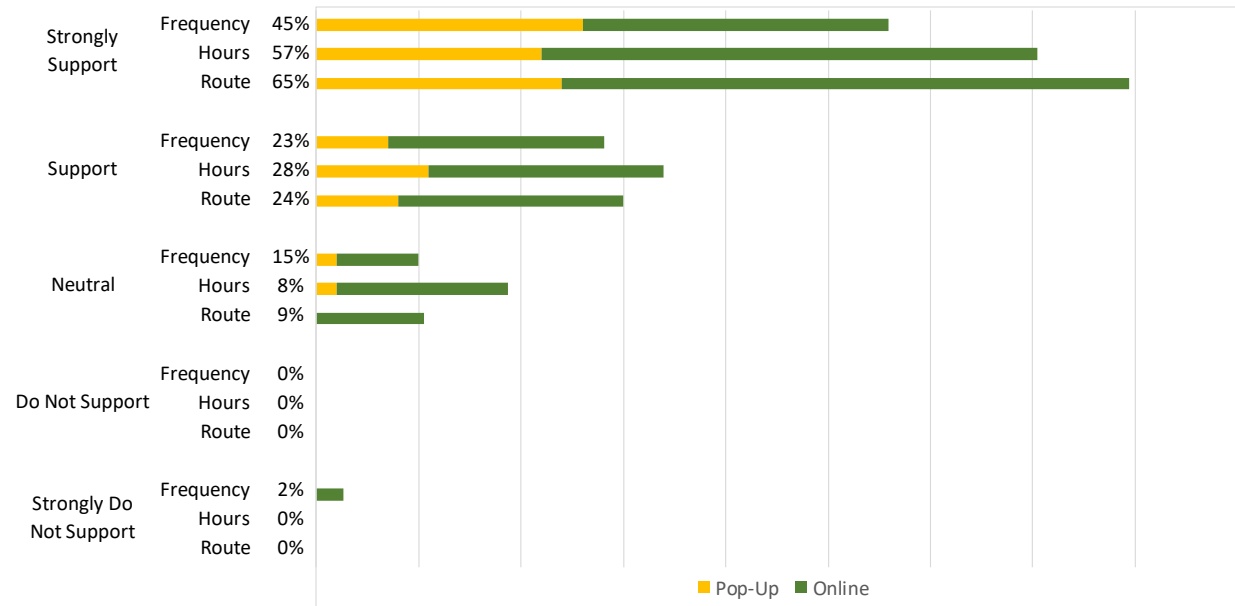
1. Respondents' felt that a southern terminus at VHC would force a transfer for most passengers who desire to travel further south and many suggested that it should instead terminate at Ballston Metro. This would also provide direct service between the N. Glebe Rd and Ballston campuses of Marymount University.
2. Many comments suggested that the route should be combined with Route 72 to provide a one-seat ride between Shirlington in South County, VHC, Marymount University, and Madison Community Center in the far north of the County.

In response to these comments, the proposed alignment has been extended to Ballston and Route 72 was shortened and redirected to VHC to improve operations and better match service supply and demand.

3. Respondents felt that like other routes in the system, there should 30-minute frequency on weekends, and 15 minute or less frequency of weekdays
4. One Respondent felt that in lieu of adding a Route 54, that the service area should be considered as a Microtransit zone.

ROUTE 55

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Positive Feedback and Appreciation (5 comments):
 - a. Muy buen servicio. (Very good service.)
 - b. We thoroughly enjoy ART services, Thank You!
 - c. The best route ever, no concerns, no complaints.
 - d. Love weekend changes; 5AM over 1AM for service.
 - e. Love weekend improvements.
2. Frequency and Schedule (5 comments):
 - a. Like frequency; uses it to put her bike on the bus.
 - b. The buses sometimes come 2-3 buses at the same time, another time even one bus takes a long time.
 - c. Not coming on time.
 - d. Sometimes when they [operators] see people running to take the bus they just leave and don't wait.
 - e. Estoy de acuerdo en este cambio, porque siempre he esperado mucho tiempo fines de semana, aunque me gustaría que fueran 15 minutos de espera. (I agree with this change, because I have always waited a long time on weekends, although I would like it to be a 15-minute wait.)
3. Route and Stop Specific Feedback (2 comments):
 - a. Towards the end of the route to Falls Church, the bus speeds up so much that you end up missing your stop at Langston and Potomac.
 - b. Uses metrobus as well from Glebe to Tysons (doesn't know the route).
4. Miscellaneous/Other (1 comment):



1. Sunday proposal looks great.

Summary of Online Open-Ended Comments

1) Several respondents believe frequency should be increased beyond what is proposed. They advocate:

- Make weekday frequency at least 12 minutes all day
- Preferred weekday frequency is 5-10 minutes at peak, 15 minutes on weekends particularly Saturdays
- Peak service should run later in the evenings on weekdays to promote going to businesses along route such as Lee Heights Shops

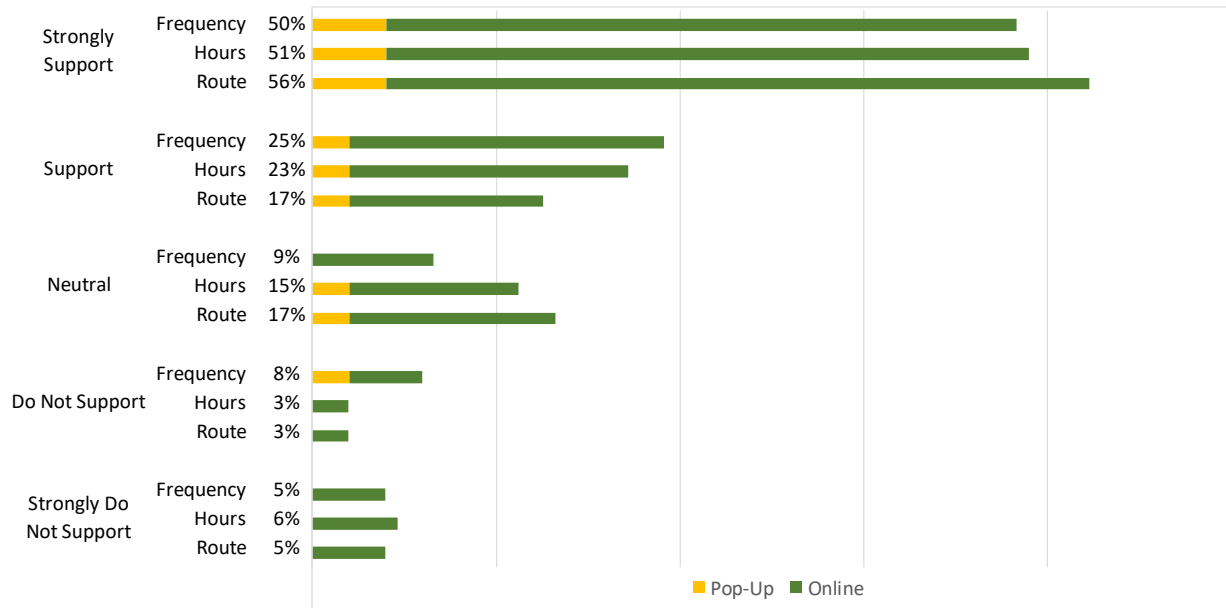
2) One respondent would like to see clock face departure times at Rosslyn and EFC

3) One respondent would like to see the Route extend to Eden Center

4) One respondent commented that real time information is not accurate enough

ROUTE 61 (Discontinued)

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

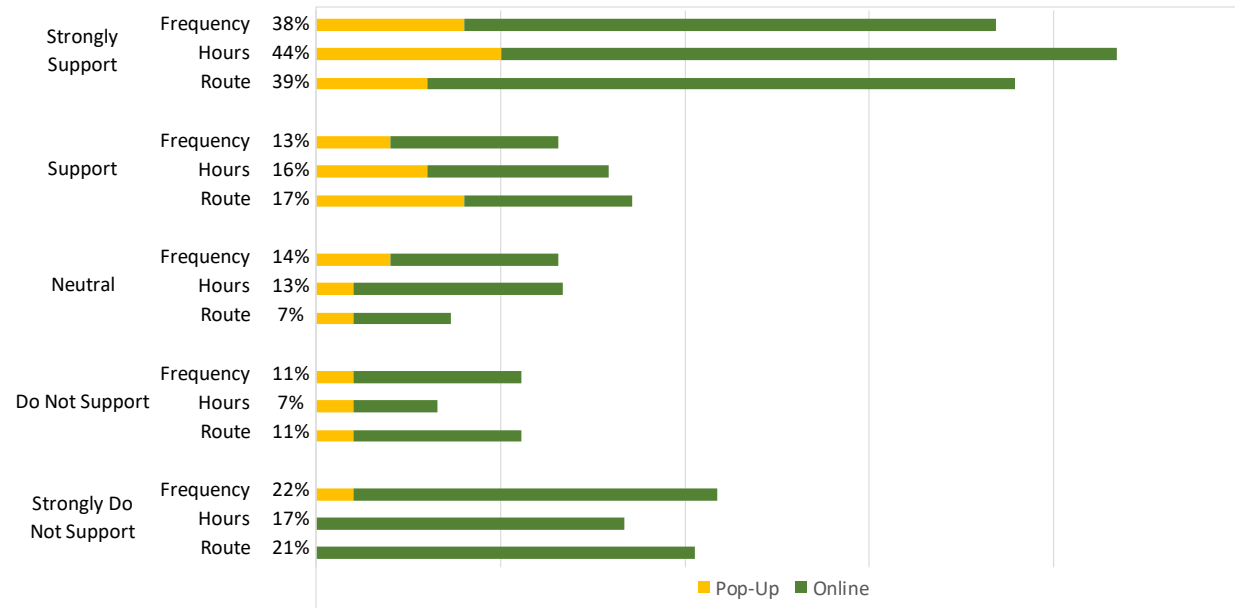
1. Support for Route Discontinuation (4 comments)
 - a. Current 61 is too infrequent and bad, new route that serves a greater area with longer hours would be great.
 - b. Some in Fort Myers support the new route and need weekend service.
 - c. Love changes that help serve high schools and middle schools; more AM, and mid-afternoon.
 - d. Don't completely agree with discontinuing 61 because is the only one I take, but optimistic if this is going to improve service for others.

Summary of Online Open-Ended Comments

1. One respondent believes that combining the north part of route 61 with route 53 will provide a more useful service, allowing one seat service through North Highlands to all of the Orange/Silver line metro stations, rather than a trip only to Rosslyn and Courthouse that requires a connection with another bus or metro train.

ROUTE 62 (Discontinued)

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Frequency Improvement (5 comments):
 - e. Need more frequency.
 - f. Bus not showing on time/Bus frequency not great.
 - g. More frequency needed.
 - h. Weekday mornings and afternoons.
 - i. Route is not a problem, but improved frequency is more important for me.
3. Route and Service Requests (3 comments):
 - a. Like connection to the 53.
 - b. Want all day service.
 - c. Cover the Utah Street.
4. Impact of Proposed Changes (1 comment):
 - a. The bus passes right by my house, if the proposals become a real thing then I have to walk a quarter of a mile to get to the stop.

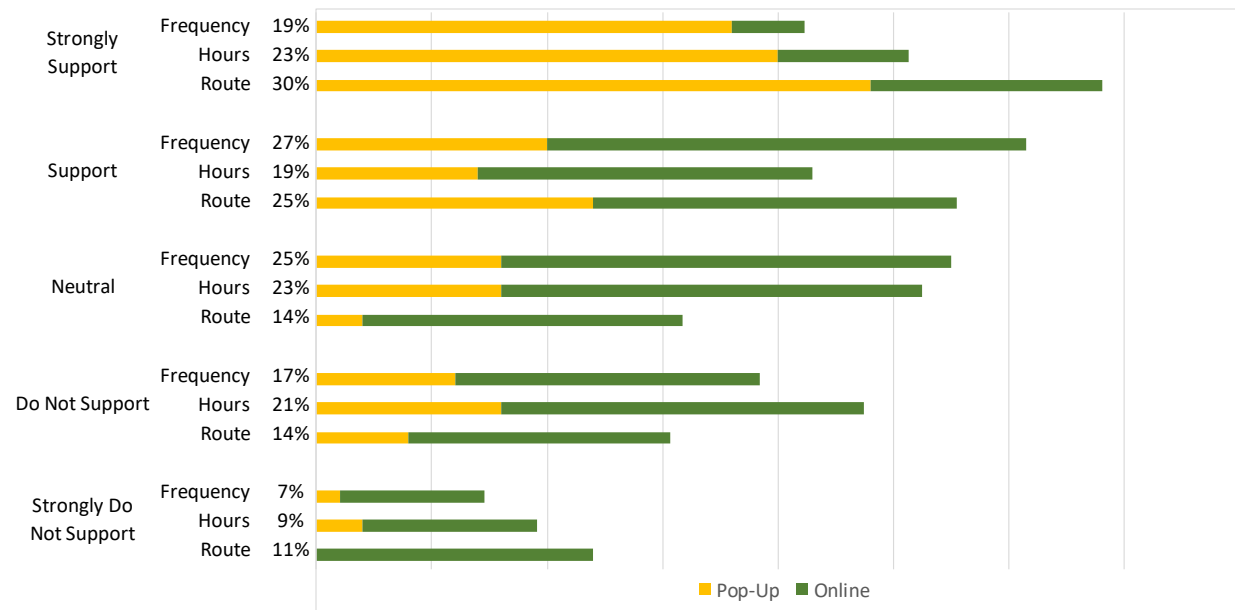
Summary of Online Open-Ended Comments

1. Respondents were concerned that the removal of this route would eliminate access to a lot of key neighborhoods:
 - a. Was very convenient for North Arlington riders, and the only route available for some users
 - b. Would eliminate all service on Kirkwood, a major north-south thoroughfare connecting major commercial and residential districts
 - c. Access to the Central Library, particularly on weekends

- d. Connection from Lorcom Lane and Waverly Hills, with access to shops on Cherry Hill Road
- 2. Respondents feel the issue with the performance of this route is tied to lack of service hours:
 - a. One respondent feels this route needs additional hours rather than removal
 - b. Current service is just 2 trips per hour and only during peak hours, and the lack of frequency is what makes it unappealing
- 3. One respondent recommended keeping the route, but shifting the eastern terminus to Rosslyn to fill in the northern segment of the discontinued Route 61

ROUTE 72

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Frequency and Weekend Service (14 Comments):
 - a. More frequent buses (every 15 minutes would be better); fare is fine.
 - b. More frequency during the week every 15 or 12 minutes.
 - c. Recommends 15 minutes frequency; need weekend service.
 - d. Every 15 minutes would be nice instead of 30.
 - e. Every 20 minutes; extend to 11 pm.
 - f. Passes more frequently every 12-15 min and not 30 min.
2. Weekend Service (10 Comments):
 - a. Would like some service on Saturday and Sunday on 72 even if it is just 45 minutes; opposite time as Metro (route 22).
 - b. Need weekend service.
 - c. Weekend service.
 - d. Would love if there is service on Saturday and Sunday.
 - e. Would be nice if more buses run on the weekends.
 - f. Need weekend services. More frequency during the week every 15 or 12 minutes.
3. Real-time Issues (7 Comments):
 - a. ART Real Time issues need to fix.
 - b. [2020] schedule not the same as what is online.
4. Additional Routes/Stops (6 Comments):
 - a. More routes from west of Shirlington to a Metro Station w/o transfers specific to Pentagon City.
 - b. More bus routes on Glebe Rd.

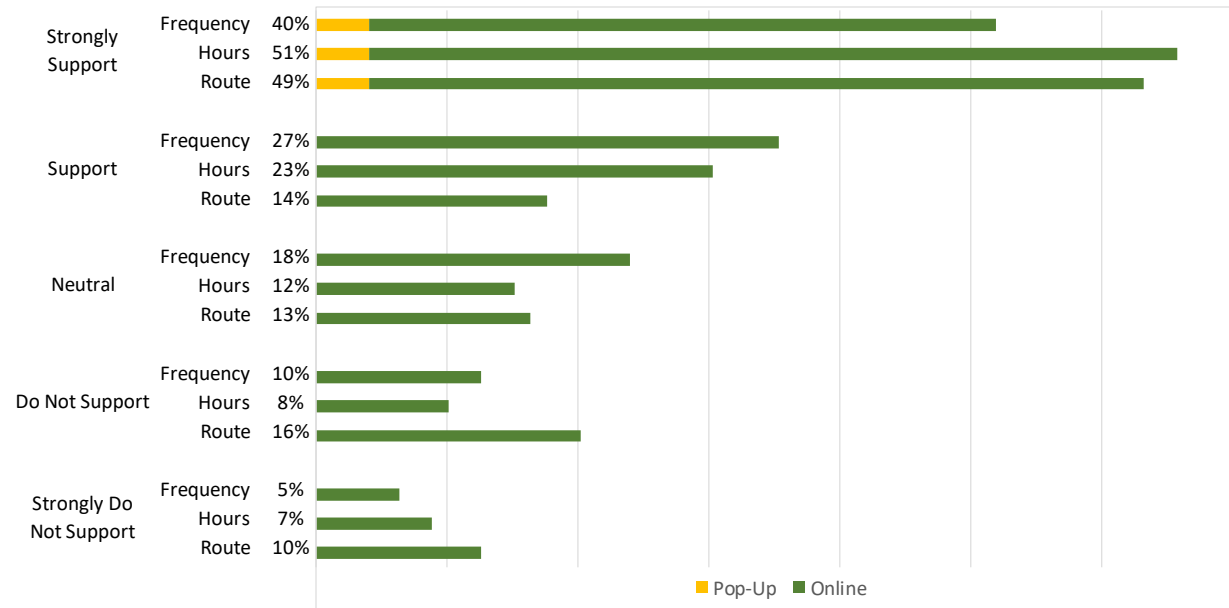
- c. There would be the possibility of creating a bus stop in front of Culpepper Garden that goes to Ballston Metro.
- d. Need a stop here to get to Lubber Run Community Center.
- e. Would like a 1-seat ride from George Mason/Culpepper [Garden] to eastbound Wilson Blvd.
- 5. Satisfaction and Positive Feedback (4 Comments):
 - a. Likes 72, likes bus driver, never late, early even.
 - b. Very satisfied with programs.
 - c. I really like the improvements to the Ballston Metro Bus stop.
 - d. Price is good I can beat it; are there volunteer opportunities.
- 6. Concerns about Added Stops (2 Comments):
 - a. Concerned that bus may take longer because of added VHC stop.
- 7. Inconvenient Bus Stop Location (1 mention):
 - a. I wish the bus stop at Tysons Corner could be in a different stop, the stop is inconvenient for me.

Summary of Online Open-Ended Comments

- 1. Numerous respondents believe the frequency along this route is not currently sufficient, and should at least be 15-20 minutes, and would like to see weekend service, with Saturday service at minimum, preferable 7 days, especially if the route will be serving the VHC
- 2. Numerous respondents felt that the existing alignment along N. Glebe Rd to Williamsburg Blvd provides better service than the proposal to redirect Route 72 to VHC and replace the service along N. Glebe Rd with the proposed new Route 54.
 - a. Several respondents felt that the loss of a one seat ride from Shirlington to the north of the County outweighs any operational benefit of changing the northern terminus to VHC.
 - b. Several respondents do not like the forcing a transfer to the proposed new Route 54 from the proposed Route 72 at VHC to get to N/ Glebe Rd Williamsburg Blvd. These comments suggested that Route 72 and Route 54 be merged into one route.
 - c. One Respondent observed that some rode the 72 from Shirlington to Marymount
 - d. One Respondent cited loss of access to transit, living near 15th street
- 3. A number of respondents proposed further extensions of the Routes:
 - a. One respondent recommended continuing the route past VHC up to Langston Blvd for access to Langston Brown Senior Center
 - b. One respondent recommended extending route from VHC along Langston Blvd to EFC
 - c. One respondent recommended extending past Shirlington to Crystal City/Pentagon City

ROUTE 74

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

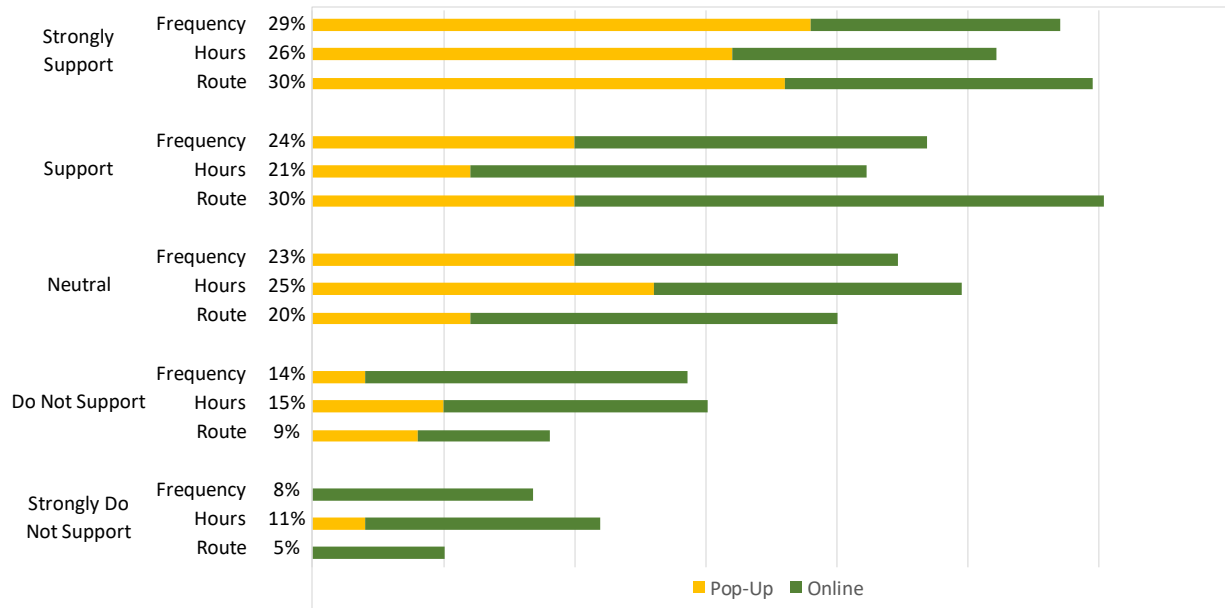
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Summary of Online Open-Ended Comments

- 1) Numerous respondents cited that they want more frequency, preferably 20 minutes.
- 2) Numerous respondents want weekday evening service along with Saturday/Sunday
- 3) Numerous respondents provided feedback on the alignments:
 - 74 may not be the best route to provide service to the Aquatic Center, but at minimum other routes in the system need to provide access. One respondent recommends starting the 74 in Shirlington, and use 4 Mile Rd and Columbia Pike
 - Needs to Extend to Arlington Mill
 - Consider extending the west terminal further along Walter Reed Drive to Four Mile Run Dr to access Barcroft Community Center. Continue onto George Mason Drive to travel up to Wakefield HS and Skyline City, providing a connection to a major school and future Route 7 BRT

ROUTE 75

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Frequency and Wait Times (26 comments)
 - a. Requests for shorter wait times and increased frequency
 - b. Demands for higher frequency during morning hours
 - c. Suggestions for more weekend service
 - d. Requests for increased service during off-peak and later hours
 - e. Calls for Route 75 to operate on weekends
 - f. Desire for buses to come more often
 - g. Proposal to increase service frequency from 7 to 12 or 10 minutes in the evenings
 - h. Requests for more frequent service on Sunday mornings
2. Route Extensions and Connectivity (7 comments)
 - a. Calls for a new route from Ballston to Shirlington/Carlin Springs
 - b. Desire for express routes connecting different directions, especially on weekends
 - c. Requests for connectivity to Pentagon, Yellow, and Blue Metro lines
 - d. Suggestions for more direct connections to Crystal City
3. Service Improvement and Expansion (12 comments)
 - a. Requests for additional service on weekends, especially for students
 - b. Desire for Route 75 to start running on weekends
 - c. Requests for extended service hours on weekends
 - d. Calls for more direct connections and improved service education to underserved areas
 - e. Complaints about inadequate late-night service, especially in the Claremont neighborhood
4. Bus Stop and Driver Behavior (5 comments)

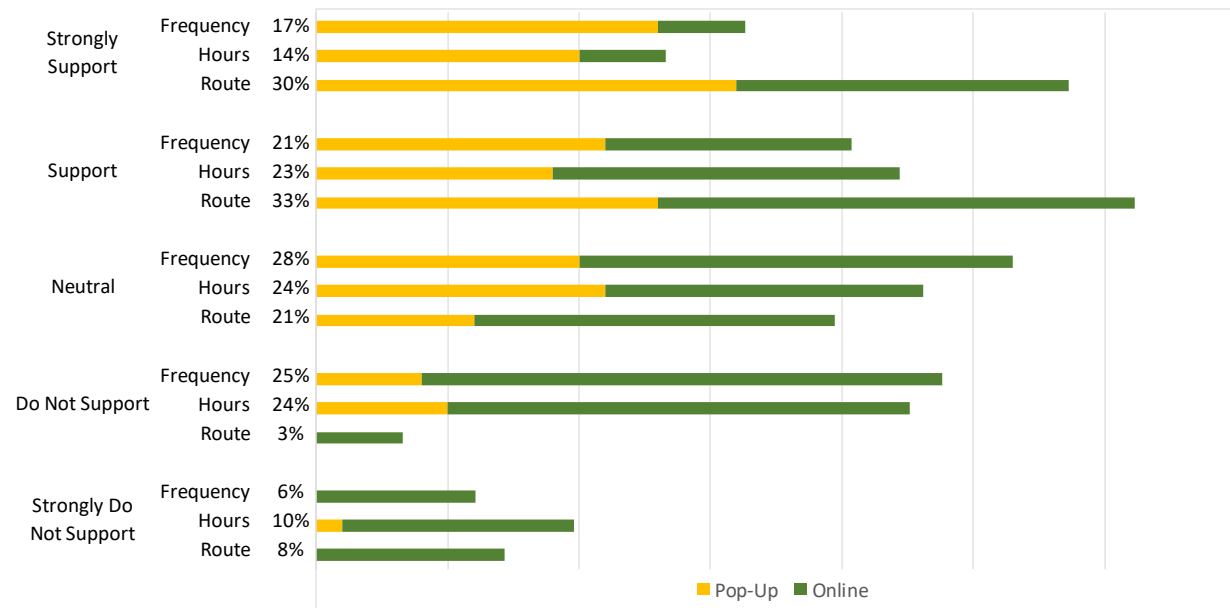
- a. Concerns about drivers bypassing stops for Routes 72, 75, and 51
 - b. Request for drivers to stop closer to the curb for better accessibility
 - c. Desire for real-time bus arrival information at stops near schools
 - d. Complaints about route changes and moving bus stops in the Columbia Pike area
5. Positive Feedback (2 comments)
 6. Users expressing satisfaction with the current service (2 comments)
 7. Cleanliness and Maintenance (2 comments)
 8. Requests for cleaner bus stops and improved cleanliness (2 comments)

Summary of Online Open-Ended Comments

- 1) Several respondents would like to see weekend service on this route, at minimum Saturday service, citing a lack of connection between Arlington Mill/Carlin Springs & Shirlington on the weekends
- 2) Several respondents cited the lack of service to Fairlington, particularly that the WMATA's existing access with the 7A and 22 is insufficient.
- 3) Several respondents expressed concern with Frequency, suggesting at least 30-minute frequency, preferably 15 minutes.
- 4) One Respondent Recommended utilizing a next bus app like WMATA has
- 5) One Respondent recommended partnering with Uber/Lyft utilizing EV's as a form of Microtransit.
- 6) A couple of respondents had feedback regarding the routing of this route:
 - The path from Shirlington to Four Mile Run to Walter Reed is very circuitous and have long waits for left turns at Shirlington Road. Recommend going straight to Walter Reed via Arlington Mill
 - The 75 could be used to create less transfer for residents living on the Western Portion of Columbia Pike (Columbia Forest, Arlington Mill, Glencarlyn) to the VHC
- 7) Several respondents had input regarding access to schools on Route 75: The route appears to be strictly a connector service designed to benefit APS schools and the Arlington Mill Network and overlaps the 25B from Arlington Mill to Ballston.
 - Schedules need to be adjusted to better serve Wakefield HS, as the bus departs in both directions just minutes before dismissal, requiring students to wait
 - Service Frequency seems to match demand, agree with increasing peak frequency to help out APS students
 - Sometimes two route 75 buses are sent back-to-back because of the number of students at Kenmore before and after school. 20-minute frequency seems inadequate.
 - Strongly support the use of S. Frederick St for part of the route connecting Columbia Pike to George Mason Dr. and Wakefield High School. However, would like to see either the 75 or another ART Route provide a direct route to the Orange and Silver Lines of Metrorail.

ROUTE 77

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Sunday Service (10 comments)
 - a. They need service on Sunday at least at morning 8 AM to 2 PM.
 - b. Needs to run Sundays.
 - c. Please add Sunday service.
 - d. Need service on Sunday.
 - e. Que trabaje los domingos, no tengo hanporfsion gg' corra cada 15 en vez de 30 minutes.
 - f. Add Sunday service on Sundays, take the 77 to Ballston.
 - g. RUN ON SUNDAY.
 - h. Should run Sunday.
 - i. Want 77 to run on Sundays.
 - j. It will be great if the 77 runs more frequently.
2. Driver Training and Customer Service (2 comments)
 - a. You should train the bus drivers to be nice. Most of them are not nice. The nicest bus driver of all drives Thursday.
 - b. Most of the drivers mean they have no good customer service when you need help; they don't help you though you are saving the planet save the people from mean drivers.
3. Accessibility and Convenience (2 comments)
 - a. Me gustaria que corra cada 20 minutes (I would like you to run every 20 minutes).
 - b. I can conveniently access from my assisted living. Please keep bus stops where they are please upgrade stops to shelters.

4. Safety and Protection (Count: 1 comment)
 - a. Witnessed a bus driver getting attacked once would like to see better protection for them.
5. Destination and Route (2 comments)
 - a. The buses should reach further out and better connections to the hospital off George Mason. Virginia Hospital Center near Ballston; you can end up stranded if you can't get.
 - b. Some summer camps I wanted to go to I couldn't because I couldn't get there via bus.
6. Pet-Friendly (1 comment)
 - a. Make ART pet-friendly to make pet panes/vets accessible for people who may not be able to walk.
7. Spanish Language (3 comments)
 - a. Esta bien con aser rota de bus (It's ok with the broken bus).
 - b. Plouras pico por la mañana y la forde necesite correr mas frecuente ("You cry a lot in the morning, and in the afternoon, you need to run more frequently.").
 - c. Los hororios de iniau sean desde los 5:00 am (The start times are from 5:00 a.m.).
8. Commuting Reliability (8 comments)
 - a. Long waiting time 15 - 20 minutes would be perfect.
 - b. Could come more often.
 - c. More frequency and Sunday Service.
 - d. More frequency.
 - e. Needs to run on Sunday I have to ride 4b metrobus with a long walk.
 - f. The reduce of the frequency by 4 minutes doesn't really affect me.
 - g. Improve service frequency 15-20 mins would be perfect Friday to Saturday.
 - h. 30-minute frequency may be too low for commuting reliability.
9. Miscellaneous (3 comments)
 - a. Use it infrequently the day any ride to CP.
 - b. Every 20 minutes.
 - c. The buses need to run every 15 minutes instead of 30 minutes for better service.

Summary of Online Open-Ended Comments

1) Numerous respondents felt more frequency was needed:

- 2 buses per hour to vibrant communities such as Shirlington are not sufficient.
- Recommended 20-minute peak frequency
- Improve Spacing between 42 and 77 to eliminate 25-minute waits to Clarendon
- Up to 30-minute waits for otherwise short commutes

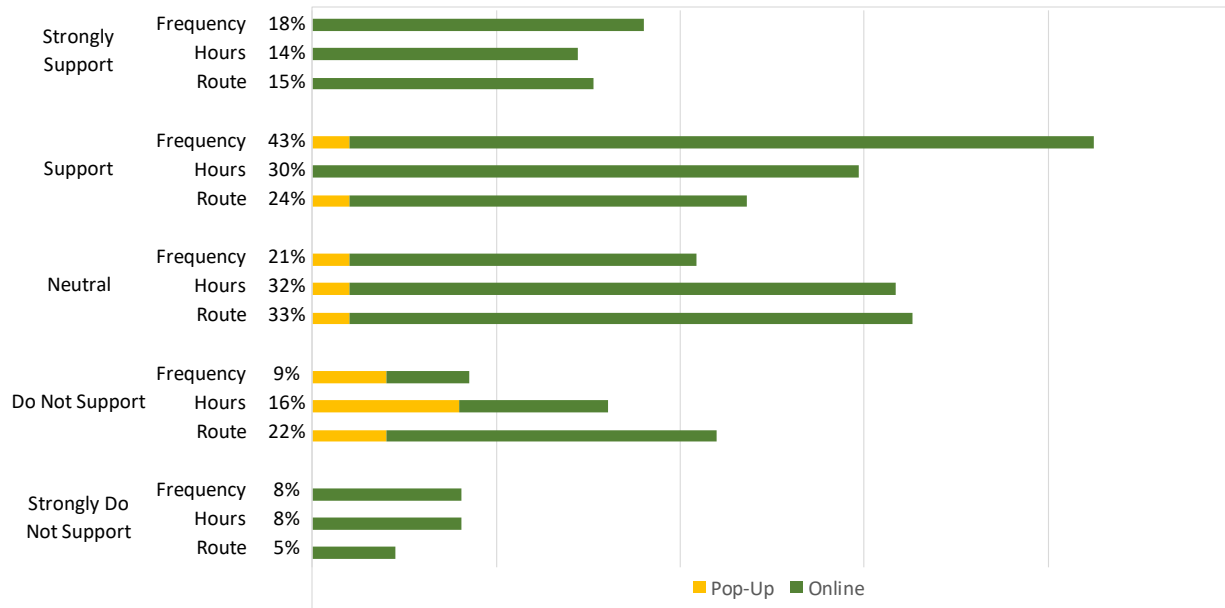
2) A few respondents wish to see Sunday service, citing a struggle to make it to communities on Sundays in North Arlington such as Lyon Park and Clarendon from the Route 77 service area.

3) A few respondents had comments regarding Routing:

- Route needs to access Fairlington
- Route through DHS is too circuitous. Consider going straight north from Clarendon to Langston Blvd. There are too many duplicative routes on the Wilson Corridor
- Would like to see this terminate at Rosslyn for access to the Blue Line

ROUTE 84

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Frequency Increase (3 comments):
 - a. Increase the frequency
 - b. Extend frequency to every 10 minutes
2. Operating Hours Extension (3 comments):
 - a. Extend the hours to work for people
 - b. Extend morning hours to about 10 am to be able to commute after morning meetings
 - c. Extend morning operating hours
3. Expansion to Fairlington (4 comments):
 - a. Extend into Fairlington BRT to Quaker Lane
 - b. Add Fairlington loop esp insight of (WMATA) 22 changes
 - c. Expand into Fairlington
 - d. Extend service to Fairlington
4. Service Adjustment for Early/Late Release and Emergencies (1 comments):
 - a. Expand service during the day even every 30 minutes to account for early/late release; emergency situations

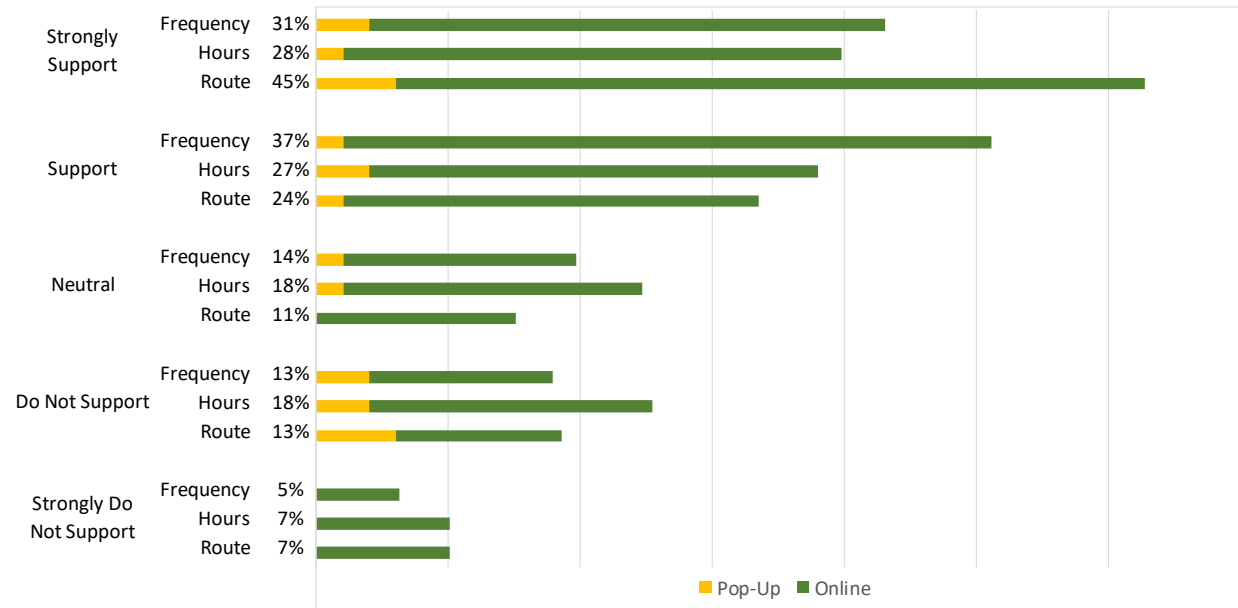
Summary of Online Open-Ended Comments

1. Respondents requested more frequent service, especially at peak times, and would like to see all day and weekend service saying that the existing Route 84 is only good for commuters.
2. Some requested better access to Metro saying that Metrobus does not provide service between Green Valley and the Pentagon.

3. There were several mixed comments regarding the proposed routing, suggesting that it would take longer to get from Green Valley to the Pentagon.
4. A number of respondents felt that adding the Shirlington Connection and moving it onto the I-395 Express Lanes would be a positive development, but the remainder of this route is challenging to understand from the map or to explain to prospective riders and would benefit from simplification.
5. One respondent suggested that Route 84 be combined with Route 74 along Columbia Pike to the Pentagon on one end and Shirlington on the other without travelling on I-395.
6. One respondent preferred to see Route 84 stay on Army Navy Drive and move Route 87 to S Arlington Ridge Rd and S Lynn St to take over the cancelled Metrobus 10E.
7. One comment supported removing service on Army Navy Dr but was not sure a diversion to Shirlington would be required due to the WMATA BBN including all day service between Pentagon City and Shirlington.

ROUTE 85 (New)

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Frequency and Service Extension (3 comments)
 - a. Increase frequency for better service to Crystal City and Potomac Yards.
 - b. Extend evening service for all travelers to/from Crystal City/Pentagon City.
 - c. Extend service hours into the evening for trips home/out (7 pm is too soon).
2. Route Extension (4 comments)
 - a. Extend the 85 bus route into Fairlington.
 - b. Add a loop into South Fairlington.
 - c. Extend service to Fairlington; walking to STC and riding doesn't make sense.
3. Accessibility and Convenience (1 comment)
 - a. Use the bus to reach places just out of walking distance, like the Target in Potomac Yard.
4. Weekend Service (2 comments)
 - a. Will use the bus on weekends.
 - b. Strongly support the new 85 route and would take it on weekends, especially to Potomac Yard and Shirlington.
5. Satisfaction (1 comment)
 - a. Mostly takes the Metroway bus and is pleased with that. (1 comment)

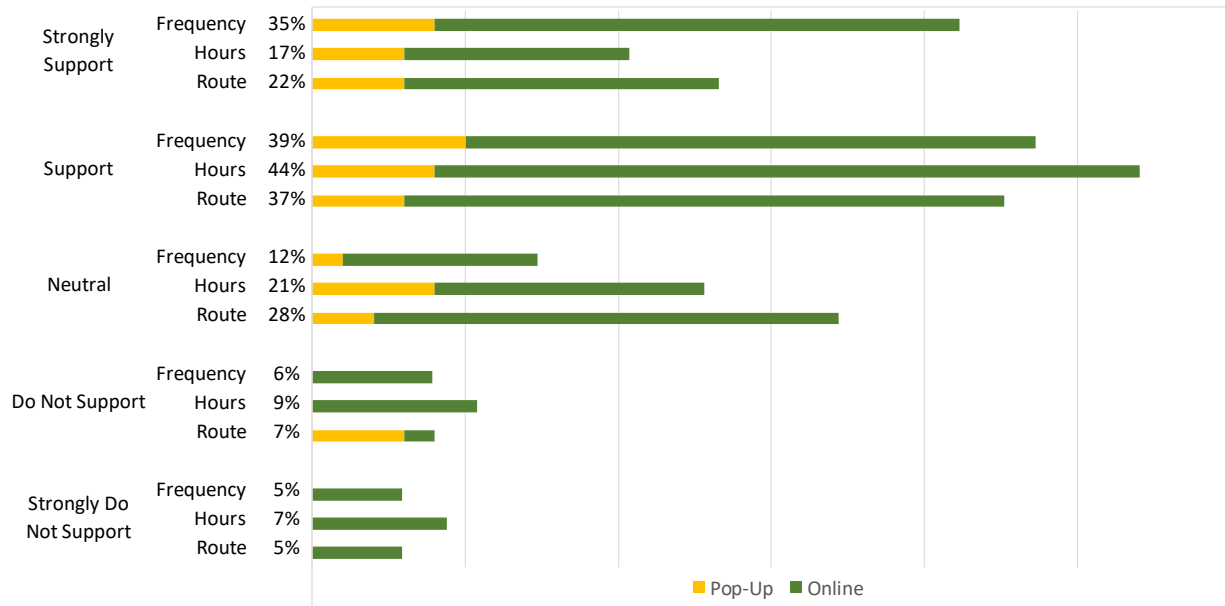
Summary of Online Open-Ended Comments

1. A couple of respondents would like to see more frequent service, preferable 15–20-minute headways

2. A few respondents would like to see expanded service hours, particularly on the weekends until 9 PM, and weekdays until 9:30/10 PM
3. There were many comments regarding the proposed routing:
 - a. Would like to see this service operate along Columbia Pike
 - b. Expand from Metro through the loop to and from Long Bridge Aquatic Center
 - c. It would be faster to take DASH 36 from Shirlington to Potomac Yard and you can connect to MetroWay at Crystal City. The service between Crystal City and Potomac Yard should go on Fern or Eads Street, not US-1. Consider extending 42 to Crystal City.
 - d. Customers in Long Branch Creek will likely utilize 10A, 10B, or 23B service to connect to DASH 36, which runs 15-minute headways
 - e. Customers in Aurora Hills/Aurora Highlands would probably prefer using 10A or 23B service to connect with DASH 36 or Metroway without the long loop around Crystal City
 - f. Customer in Pentagon City and Crystal City already have Metro services to access Potomac Yard
 - g. Segment between Shirlington and Crystal City is useful, but should be an extension of Route 75

ROUTE 87

Tabulation of In-Person and Online Direct Response Questions Regarding Proposed Service Recommendations



Summary of In-Person Open-Ended Comments

1. Service Frequency (4 comments)
 - a. Improve service frequency on Saturday
 - b. More Frequency is good
 - c. 12 minutes is great
 - d. Right now 22A service route is good but frequency is low (7A or DASH are substitutes)
2. Service Hours (4 comments)
 - a. Rush hour is not just 6-9 anymore; expand rush hour hours to later in the morning.
 - b. hours are fine sometimes it just doesn't run;
 - c. I would 3 times a week in the office
 - d. Que toabaje mas seguido los fin de semanas (That I worked more often on weekends)
3. Service Coverage (4 comments)
 - a. Extend to Fairlington
 - b. Expand service to Fairlington
 - c. I would like an express bus from Fairlington to Pentagon Metro
 - d. Make it go directly from Pentagon to Shirlington; what happened to the 87X?
4. Accessibility (1 comment)
 - a. Wants to be car-lite, but can't because of accessibility
5. Realtime Information (2 comments)
 - a. Realtime Information and schedule reliability
 - b. Sometimes real time displays just don't work; Real time info wrong; RCH schedule is wrong

Summary of Online Open-Ended Comments

1) One respondent would like to see off peak frequency be 20 minutes

2) A couple of respondents would like to see more service hours:

- Earlier weekday starting time at 5:00 AM
- Later hours on Sunday Evening

3) Numerous respondents commented on the Routing:

- Would prefer not having to transfer from Route 72 to 87 to reach Shirlington Road Businesses
- Route is too slow particularly getting in and out of Pentagon, and 7A is faster and more frequent
- Could route go into downtown DC on weekends or can it go to the Long Bridge Aquatic Center instead of ending at Pentagon