

## **APPENDIX D**

### **ARLINGTON Transit (ART) TDP Stakeholder and Public Outreach**

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## **1.0 Stakeholder Outreach**

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### **1.1 Description of TDP Stakeholder Meeting**

On January 27, 2010, Arlington County Transportation Division Staff conducted a Transit Development Plan (TDP) Stakeholders consisting of member invitees from the following existing transportation committees: Transportation Commission, Disability Advisory Commission, Transit Advisory Committee, and Senior Transportation Committee of the Commission on Aging.

After introductions, Mr. Tim Crobons from Connetics Transportation Group made a presentation (see Section 1.2 below) which addressed the following agenda:

- Transit Development Plan (TDP) Purpose
- TDP Requirements and Content
- TDP Tasks Underway
- Existing Arlington Transit (ART) Service Characteristics
- Historical ART Performance Characteristics
- ART Rider Characteristics
- Peer Agency Review Findings
- Next Steps for the TDP

At the conclusion of the presentation, the attendees were given the opportunity to ask questions about the TDP process and give input on what they saw was needed in the way of changes or improvements to the transit system. The attendees were asked to comment on service coverage, service frequencies and hours of service, fares and other issues related to the use of transit in Arlington County. Detailed comments from the Stakeholders are contained in Section 1.3 - TDP Stakeholder's Meeting Comments below.

## **1.2 Stakeholder Meeting Presentation**




# Transit Development Plan

Presentation  
to Arlington Transit  
Stakeholders Group

January 27, 2010


## Agenda

- > TDP Purpose
- > TDP Requirements and Content
- > TDP Tasks Underway
- > Existing ART Service Characteristics
- > Historical Performance Characteristics
- > ART Rider Characteristics
- > Peer Agency Review Findings
- > Input /Suggestions




## TDP Purpose

- > A Transit Development Plan is a Short-Range Plan that:
  - Presents agency goals and objectives
  - Provides an assessment of existing service characteristics
  - Identifies near-term service and facility needs
  - Presents a schedule for funding and implementing new services and facilities




## TDP Purpose

- > The TDP will be used to implement recommendations of the Transit Element to the Master Transportation Plan
- > Commonwealth (DRPT) requires TDPs as a condition for state funding
- > Provides Commonwealth with a basis to include agency programs in Statewide Transportation Improvement Program




## TDP Requirements

- > TDPs are to have a minimum 6-year timeframe and be updated every 6 years
- > DRPT has identified specific TDP content requirements
- > Annual "status" letter will be required in subsequent years



## TDP Content

- > Transit System Overview
- > Goals, Objectives and Standards
- > Service and System Evaluation
  - Five-Year Historical Trends Analysis
  - Peer Agency Review
  - Transit Rider Survey
  - Public Outreach Input
  - Existing Service Characteristics
  - Land Use Summary
  - ITS Summary
  - Demographic Analysis/Title VI



## TDP Content

- Needs Determination
- Determine Future Year Service Plans and Projects
  - Operations Plan, Capital and O&M Costs
- Develop Six Year Capital Improvement Program
  - Additional Vehicle Needs and Replacements
  - Facility Replacement and Expansion
- Develop Financial Plan
  - Identify revenue sources (federal, state, local, farebox)
  - Match funding to costs
- Establish Monitoring Program



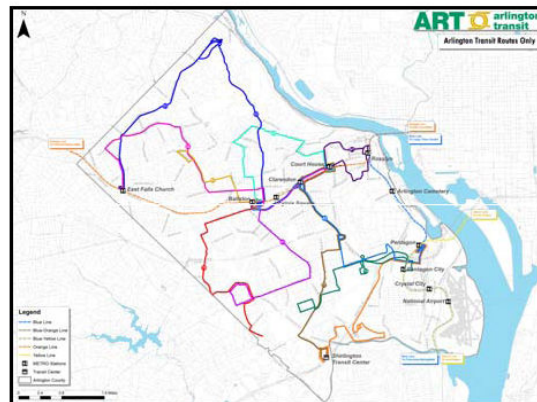
## TDP Tasks Underway

- Initial Site Visit
  - Staff Meeting
  - Field Observations
- Agency Data Collection
- Existing Service Evaluation
- Prior Survey Findings
- Peer System Review Analysis
- Stakeholder Input
- Public Meeting



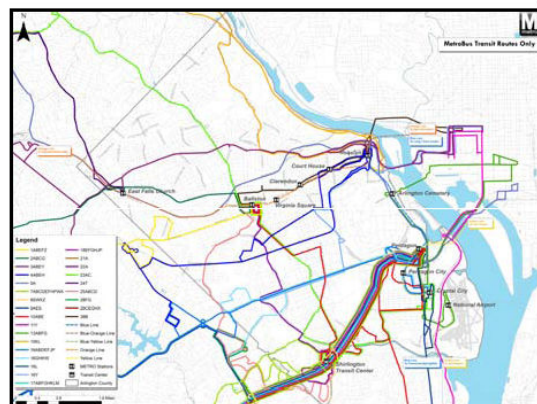
## Existing ART Fixed Route Service Characteristics

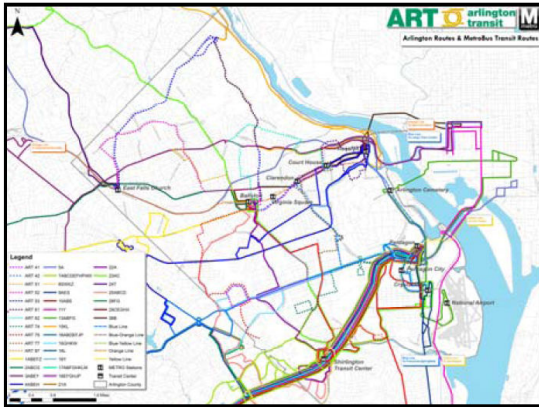
- 11 Fixed Routes
  - 4 weekday routes – peak periods only
  - 5 route with Saturday Service
  - 2 Route with Sunday Service
- Weekday Service Frequencies – 15-60 minutes
- Evening and Weekend Frequencies – 20-60-min.
- General Span of Service:
  - Weekdays: 6 a.m. to 9/10 p.m. (#51 until 12:30 a.m.)
  - Saturdays: 7 a.m. to 9/10 p.m. (#51 until 12:15 a.m.)
  - Sundays: 8 a.m. to 9 p.m. (#51 until 10:25 p.m.)




## Existing Metrobus Fixed Route Service Characteristics

- 24 Bus Routes/ 83 Route Patterns
  - 16 local routes / 8 express routes
  - 7 routes – Weekday peak periods only
  - 12 routes Mon – Fri only
  - 11 routes Mon-Sun (1 route Mon – Sat)
- Weekday Service Frequencies – 5-60 min.
- Evening/Weekend Frequencies – 30-60-min.
- General Span of Service:
  - Weekdays: 5 a.m. to 12/1 a.m. (#16 almost 24 hours)
  - Saturdays: 5 a.m. to 12/1 a.m. (#16 almost 23 hours)
  - Sundays: 6 a.m. to 11 p.m./12 a.m. (#16 almost 19 hours)






### ADA Paratransit



- MetroAccess is the regional door-to-door service for those who can't use bus or rail due to a disability.
- Rides are scheduled in advance without regard to trip purpose.
- Fares are \$2.50 one-way throughout the DC metropolitan area.



### Existing STAR (Specialized Transit for Arlington Residents) Service Characteristics

- STAR is Arlington's curb-to-curb alternative to MetroAccess.
- Star serves Arlington MetroAccess as well as some human service agency clients.
- Trips are scheduled, with a few exceptions, without regard to the purpose of the trip.
- All rides are arranged in advance through the STAR Call Center, or through STAR on the Web or STAR IVR.
- Fares: Zone 1 – \$2.50, Zone 2 - \$3.00, Zone 3 - \$7.00




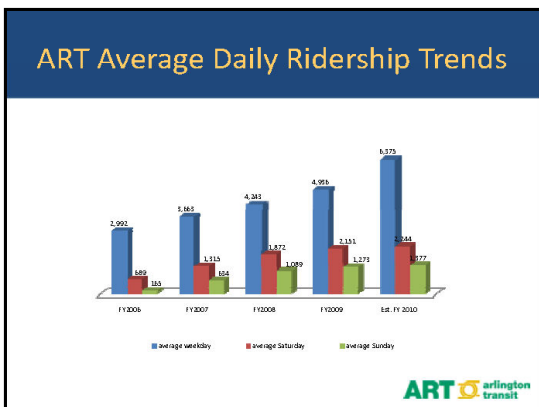
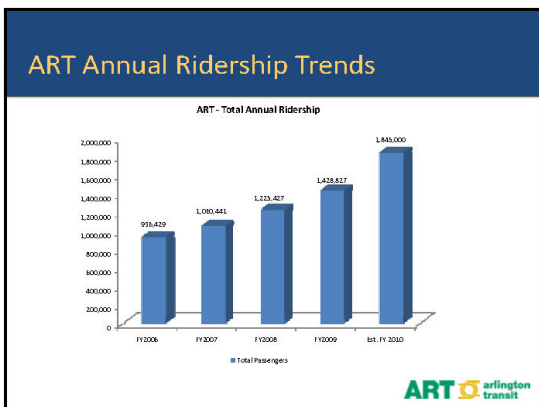
### ART Fixed Route O&M Costs and Funding (FY 2010 - \$6.60 million)

#### O&M Expenditures By Cost Category

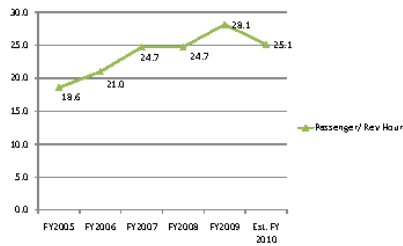
Category	Percentage
Purchased Services	88%
Internal Services	9%
Material S. Supplies	2%
Salaries	2%
Fares	1%

#### O&M Funding Sources By Category

Category	Percentage
County General Funds	88%
State Transit Aid	15%
Fares	1%
Developer Contributions	5%

## ART Historical Service Effectiveness Trends



ART arlington transit

## ART Historical Cost Effectiveness Trends



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## ART Rider Characteristics

### 2008 ART Rider Surveys

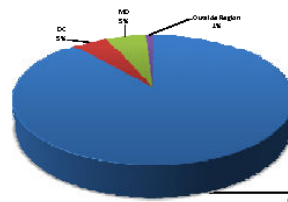
- > MWCOG surveyed regional bus riders in Spring 2008
- > 398 responses from ART riders in MWCOG Survey (about 8% of daily trips)
- > Characteristics of Rider:
  - > Household Vehicles: 42% one, 25% two or more
  - > Average Income: \$40-60K
  - > 62% did not receive transit benefit from employer

ART arlington transit

## ART Rider Characteristics

### MWCOG Survey Responses for ART

Location of Residence:

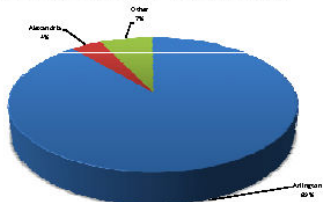


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## ART Rider Characteristics

### MWCOG Survey Responses for ART

Location of Residence – Within VA Only

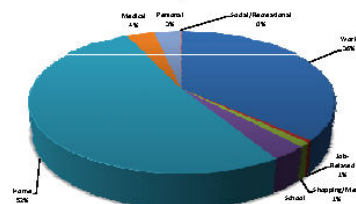


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## ART Rider Characteristics

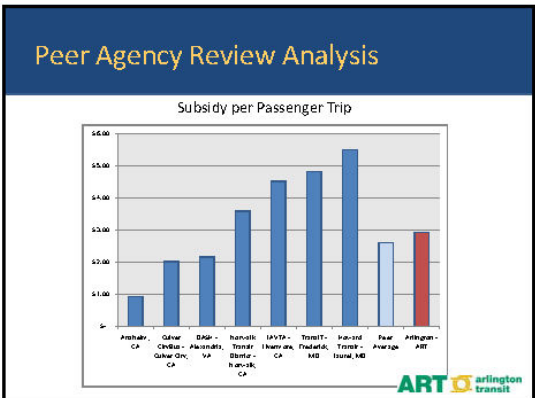
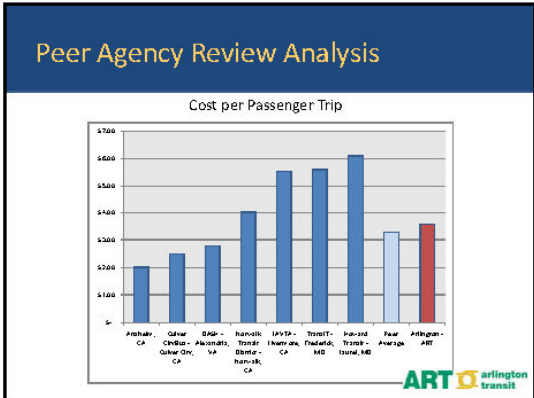
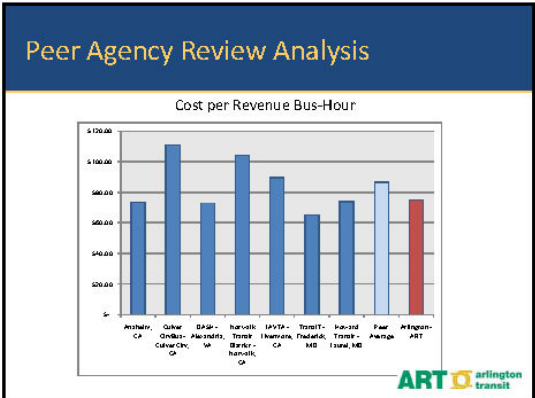
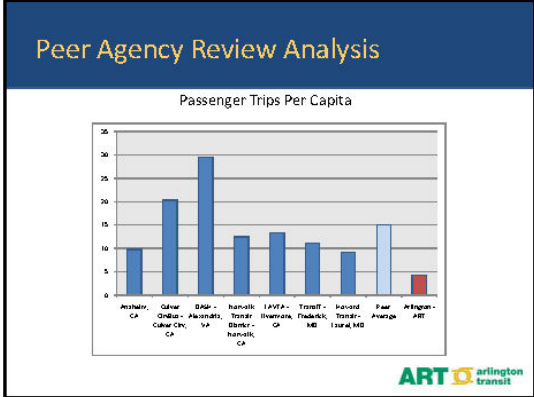
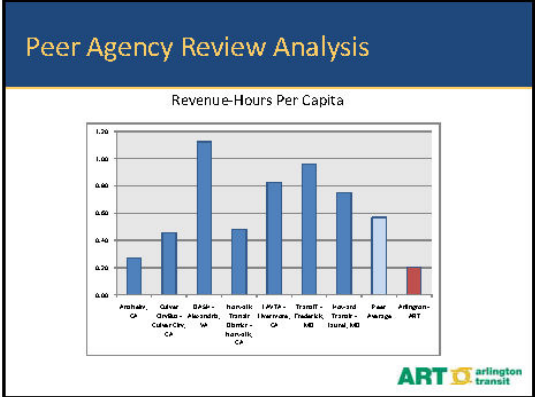
### MWCOG Survey Responses for ART

I am coming from:





ART arlington transit





### TDP Discussion Topics

- Perspective on Existing Service?
  - Service Coverage
  - Service Frequencies
  - Service Hours
  - Fares
  - Other
- What is most important to attract Potential Riders?
- Anticipated New Service Needs?

### 1.3 TDP Stakeholder's Meeting Comments

#### Route & Service Ideas:

- Connect Ballston via Shirlington to Crystal City on an even, dependable frequency.
- The above link could be part of a triangle with Rosslyn, where the Orange Line and the 38B already links Ballston & Rosslyn and the Blue Line links Rosslyn and Crystal City.
- Provide seniors living in neighborhoods with high proportions of aging populations with mid-day access to community centers and medical buildings. This could be done by expanding the STAR Senior Loop network, or focused STAR neighborhood-based dial-a-ride service.
- Flex-routing might be effective midday (but the software is expensive). Flex routes? Is that an option? Software & training is expensive. Should it be provided all-day? Off-peak only? There will need to be an education process for riders, since it's a new type of service.
- Be careful expanding the secondary transit network – revenues tend to be lower and the proportion of subsidies higher.
- Primary network routes should have more frequent service to further generate ridership.
- Frequency and schedule reliability are key to attracting and retaining riders.
- Link new developments, e.g. the Alexan at I-395 & S. Glebe Rd.
- Frequency is important – more frequency and regular frequency (many participants agreed).
- Weekend service is not very effective. Hard to get around on weekends, since less service is provided on the weekends.
- Crystal City has no ART lines. A Shirlington-Crystal City-Ballston line would be a good idea to look at (many participants agreed).
- Keep in mind Senior Needs. The Senior Loop should serve more than just grocery stores.
- Access to community centers is important to seniors. From some parts of the County it takes 2 or 3 buses.
- Later evening service is needed to Shirlington. Lots of night time activity there (theaters, restaurants).

#### Transit Facilities:

- We need more bus shelters
- By our statistics, 65% of ART riders walk to the bus. Accessible pathways would increase that market. Pedestrian access analysis should be integral to route planning.
- Even as financing becomes tight, continue to focus on clean buses and clean facilities to retain riders.
- Real Time bus information is a huge attractor for riders. While cell phone access is important, electronic device access is a much bigger draw, especially for younger people.
- Look at pedestrian access to stops. What is there for the passengers when they wait for the bus? Should be sidewalks, crosswalks, shelters, etc.
- Pedestrian analysis should be part of study.
- More Shelters needed – for example like doctor offices.
- Shelters – group is not opposed to some advertising to help pay for more shelters.

#### General Comments:

- Cost-effectiveness is important. ART must prove itself as an economic benefit.

- Be careful of too much service expansion, especially in the secondary Network, for that would likely be less cost-effective.
- Try to encourage students, school kids to use the bus.
- ART seems focused on serving rail stations, and not neighborhoods.
- Need to look at where development is occurring, and how to serve it. Need to link those new developments to the existing transit system.
- WMATA service in the County can be confusing with all the letter route patterns.
- What happens if WMATA cuts service frequencies on the Blue Line like they are talking about? How will that impact bus ridership on buses?
- Route 23 is being evaluated by WMATA right now.
- Service reliability – if you can't count on when the bus will be there, you won't want to use the bus. This is an issue with some WMATA routes.
- Service Cutbacks – If they need to be done, you need to be cautious on not cutting back on quality, such as keeping the buses clean and running well.
- Route 1 of WMATA tends to run early.
- Real Time information – Consensus is that this is critical. It will help attract a younger and higher income group of riders who values their time.
- Service reliability is equally important for elderly people.
- Real time info should be available through cell phones as well.
- Keep in mind the growing senior population. The population over 85 has grown 50% over the past 10-years in Arlington.
- Low income access to STAR. Cost is high for people who use it, so people tend to use it just for essential trips (like to the doctor).
- TDP should include paratransit, and paratransit should be considered part of the total package of transit services.
- Should there be an effort to encourage paratransit transfers to rail?

## **2.0 Public Outreach**

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### **2.1 Description of TDP Public Outreach Meeting**

On January 28, 2010, Arlington County Transportation Division Staff invited members of the public to attend a work session to develop a six year Transit Development Plan (TDP) for Arlington County. Similar to the Stakeholders meeting, a presentation was made (same agenda as the Stakeholders meeting) of the TDP process. Following the presentation, members of the public were asked to sit together according to geography, to discuss possible transit enhancements in or near their communities. Each group had a facilitator (Guide contained in Section 2.3 below) with a list of discussion topics related to existing service, future transit needs, and ways to attract potential riders. Detailed comments from the Public meeting are contained in Section 2.4.

### **2.2 Public Outreach Meeting Presentation**

The same presentation given at the Stakeholders meeting (shown in Section 1.2 above) was made at the Public Outreach meeting.

## 2.3 Facilitator Guide



DEPARTMENT OF ENVIRONMENTAL SERVICES

Division of Transportation

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# MEMORANDUM

TO: Transportation Division Staff Assisting at the TDP Public Work Session  
Steve Yaffe, Transit Services

FROM: Manager DATE: January 25, 2010

SUBJECT: Facilitator & Recorder Guide for the  
1/28/10 Arlington TDP Public Work Session

Thank you for agreeing to help guide this opportunity for the public to weigh in on the future of transit in Arlington. The first section of the meeting will consist of a powerpoint presentation by Tim Crobons, the consultant from Connetics Group, Inc. At the end of the presentation, he will ask folks to join the geographic group where they live (1-5). If we have attendees who don't live here, then they'll be asked to join the group where they work. We'll have signage including neighborhood names for each group.

The Groups are:

	<u>Facilitator</u>	<u>Recorder</u>
1. Rosslyn-Ballston Corridor to 50	Ritch Viola	Matthew Huston
2. (far) North Arlington	Tim Crobons	Jim Baker
3. East Falls Church – Bluemont	Bee Buegler	Richard Hartman
4. Columbia Pike	Steve Yaffe	Stephanie Washington
5. (far) South Arlington	Steve Del Giudice	Richard Best

The Recorder will have a big post-it pad on an easel and a marker to note comments. Comments don't need to be noted verbatim – just note the essence of the idea. You may need to write faster than you would like to keep pace with the conversation. Please mark each Post-it sheet with the Group # - Page # at the top right corner.

Flip this sheet over for the Facilitator Guide.



DEPARTMENT OF ENVIRONMENTAL SERVICES  
Division of Transportation

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### Facilitator Guide

The last slide of the powerpoint will serve as a facilitator guide and stay displayed through the rest of the meeting. The slide is entitled:

TDP Discussion Topics.

- Perspective on Existing Service?
  - Service Coverage
  - Service Frequencies
  - Service Hours
  - Fares
  - Other
- What is most important to attract Potential Riders?
- Anticipated New Service Needs?

Facilitator: Thanks them for coming, introduces self + the recorder to note their comments. In addition, please remind the group that they may place sticky notes with ideas on one of the two posted maps at the end of the meeting.

Facilitator asks a series of questions to guide the conversation:

Intro: think about your most frequent trips during the week.

Service Coverage: Does transit serve your home neighborhood adequately - can people reach stops? Does transit serve the area where you work or shop (frequent destinations) adequately - can people reach stops? Identify top three to five frequent destinations/activity centers/locations most desired for transit connections. Does the ART/Metrobus service provide service to these locations? Are the transit connections between home and your frequent destinations convenient? How can they be improved?

Service Frequencies: Does the frequency of service meet the ridership demand?

Service Hours: Does the service start early enough to meet demand? End late enough to meet demand? Is the mid-day or weekend service offered (if any) sufficient to meet demand?

Fares: (check the time – if 8:45 is approaching, may have to skip this one): Metro has proposed a dime fare increase and will likely propose another fare increase this summer. ART may match the increases. At what level would a transit ride be too expensive?

Other: Our objective is to enable Arlington households to be mobile without a car or at least to only need one car. Do you have any other suggestions to enable transit to achieve that objective?

## 2.4 TDP Public Meeting Comments

### Route & Service Comments / Ideas:

- Route 41 running late, pass-ups.
- Additional service needed for non-work trips – off-peak service
- Service needed until 12 a.m. at 30 minutes and on weekends
- West portion of route 4, just in Fairfax County, has to ride to Rosslyn or Courthouse to get to points in Fairfax County / especially East Falls Church
- Expand span of service hours
- Improve frequency of service
- Suggestion for ART to duplicate portions of Metrobus lines within Arlington County to supplement service levels
- Need better coordination with East Falls Church Station and Falls Church
- Need to link Seven Corners to Sycamore Street to East Falls Church Station
- East Falls Church Station will become major transit hub in the near future, as such, there is a need for improved connections to Seven Corners, Baileys Crossroads with safe convenient bus stops (e.g., bus pull out bays, sidewalk access, lighting, etc.)
- Need Express Route on 50 without stop at Rosslyn
- Need ART service between Department of Human Services and Rosslyn
- Route 52 schedule does not coordinate well with school out times
- Metrobus routes do not stop if running early
- Need more flex route type services to serve neighborhoods

### Transit Facilities:

- We need more bus shelters
- Need improved accessibility to bus stops, need pedestrian advisory committee
- Move bus stops closer to shops in shopping centers or at least improve access between bus stops and the retail shops
- Are all new stations going to have redundant elevators, this is first priority at all new transit centers

### General Comments:

- For benchmarking or peer analysis use cities outside the United States, U.S. example should be Bellingham, Washington.
- Attract more discretionary riders
- Stop annunciators very low or off, passing up stops
- Bus route planning and scheduling should work together
- Buy more low floor buses
- Allow baby strollers on Metrobus buses
- Need Childrens fares and Kids Passes
- Focus educational programs and promotions on Middle School Kids and early High School kids, too late for older teens (focus on getting cars), possibly teens ride free day, Schools do not promote school transit tokens to students, need better Smartrip card w/ Student ride programs, encourage parents to promote transit

- Attend Teens Network Board Meetings and present on Transit Services
- Any route with service frequency greater than 10 minutes needs Nextbus type system
- Need real time information – ART GIS/GPS system
- Aging population in Arlington requires greater transit accessibility to Healthcare Center locations with peak and off-peak frequency