

# Metrobus Priority Corridor Study: The Z Lines

**Z2: Colesville-Ashton Line**

**Z6: Calverton-Westfarm Line**

**Z8: Fairland Line**

**Z9, Z29: Laurel-Burtonsville Express Line**

**Z11, Z13: Greencastle-Briggs Chaney Express Line**

## Technical Memorandum #3

## Rider Survey - Final Results

June 2014







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## Introduction to the 29 Lines Study

In March of 2014, the Washington Metropolitan Area Transit Authority (WMATA), Montgomery County, Prince George's County and the Maryland Department of Transportation began a study to evaluate five Metrobus lines providing service along the U.S. 29 corridor in Montgomery County Maryland. The lines evaluated in the Study include:

- **Z2:** The Colesville-Ashton Line which runs between Silver Spring and Olney.
- **Z6:** The Calverton-Westfarm Line, which runs between Silver Spring and Burtonsville.
- **Z8:** The Fairland Line, which runs between Silver Spring and the Greencastle Park and Ride.
- **Z9, Z29:** The Laurel-Burtonsville Express Lines, which run between Silver Spring and the South Laurel Park and Ride.
- **Z11, Z13:** The Greencastle-Briggs Chaney Express Line, which runs between Silver Spring and the Greencastle Park and Ride.

These lines are shown in **Figures 1-4**.

Combined, these lines have some of the highest ridership in the Maryland portion of the Metrobus system.

The Z line study is part of WMATA's Metrobus Priority Corridors initiative, in which WMATA and its local transportation agency partners have proposed improvements to bus service in some of the region's most important transit corridors. Service restructuring studies, which began in 2007, have been completed for the majority of the Priority Corridors originally identified by WMATA and have resulted in a wide range of service, facility, and traffic recommendations.

An essential element of each of the studies, including the Z Lines study, is public involvement, which focuses on receiving rider feedback regarding issues affecting line effectiveness and convenience as well as feedback on the proposed service improvements to address these issues.

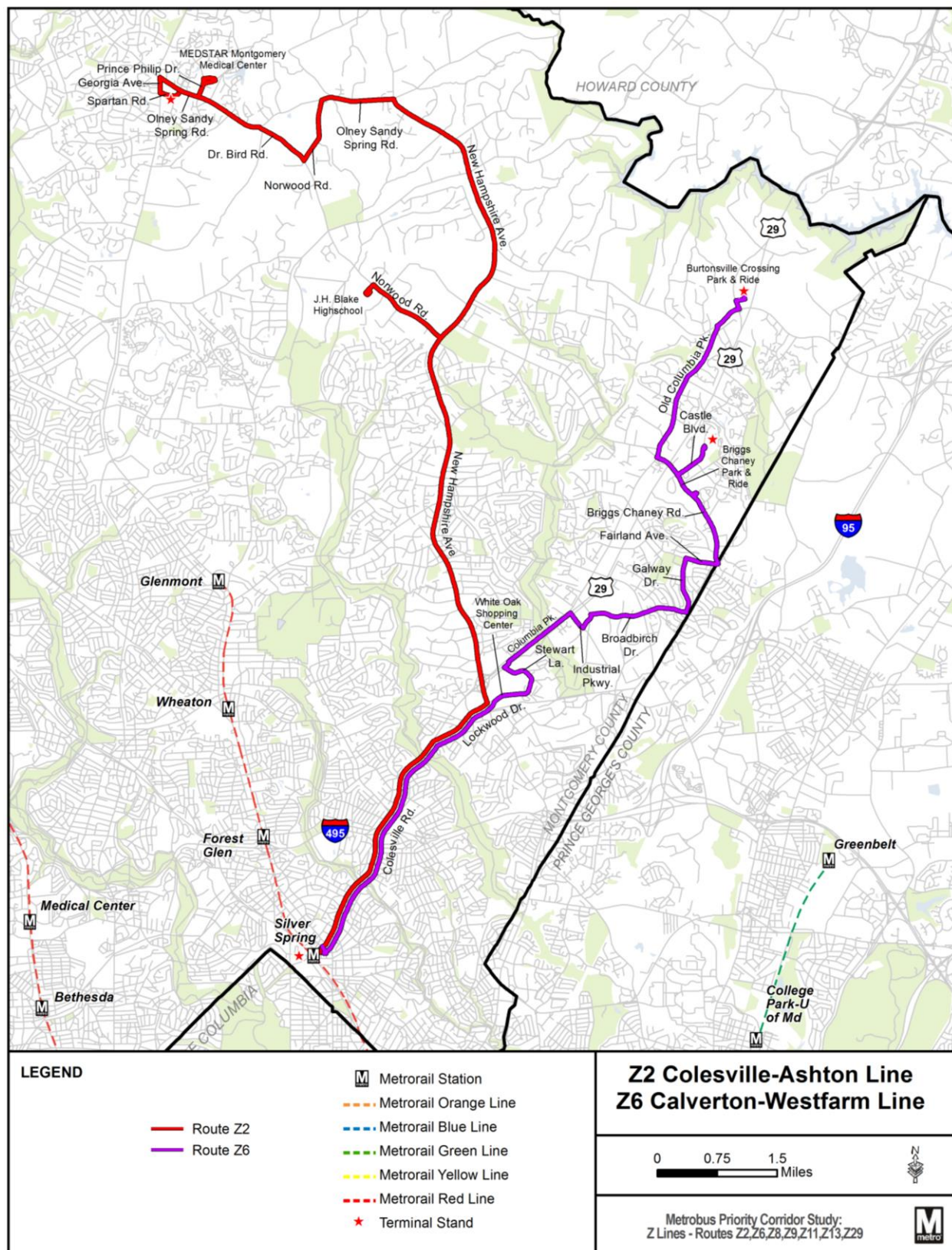
The first task in the Z Lines Study public participation process was a rider survey, which was conducted between April 2, 2014 and July 3, 2014. The survey effort consisted of two parallel efforts. The first was an onboard survey on April 2<sup>nd</sup> utilizing paper surveys that were distributed on buses as well as at high-ridership stops along the Z Lines. Riders that filled out survey during their trip had the option of dropping the completed survey in a pouch installed on each Z Lines bus or sending it in via postage-free mail. The second option for completing the survey was through an online survey on the Z Lines Study project website. The on-line survey was available through July 3<sup>rd</sup>, 2014.

During the survey process, 425 responses were received. 44 of these were received on the day of the survey, 289 were received through the mail and 92 were completed on-line. The responses yielded valuable information regarding rider perception of issues affecting the operation of the Z Lines and also suggestions on ways to improve Z Lines service.

Outlined below is more detail on how the rider survey was designed, promoted, administered and tabulated. Also included is a summary of survey results, a transcription of comments received, and appendices that show the survey instruments.



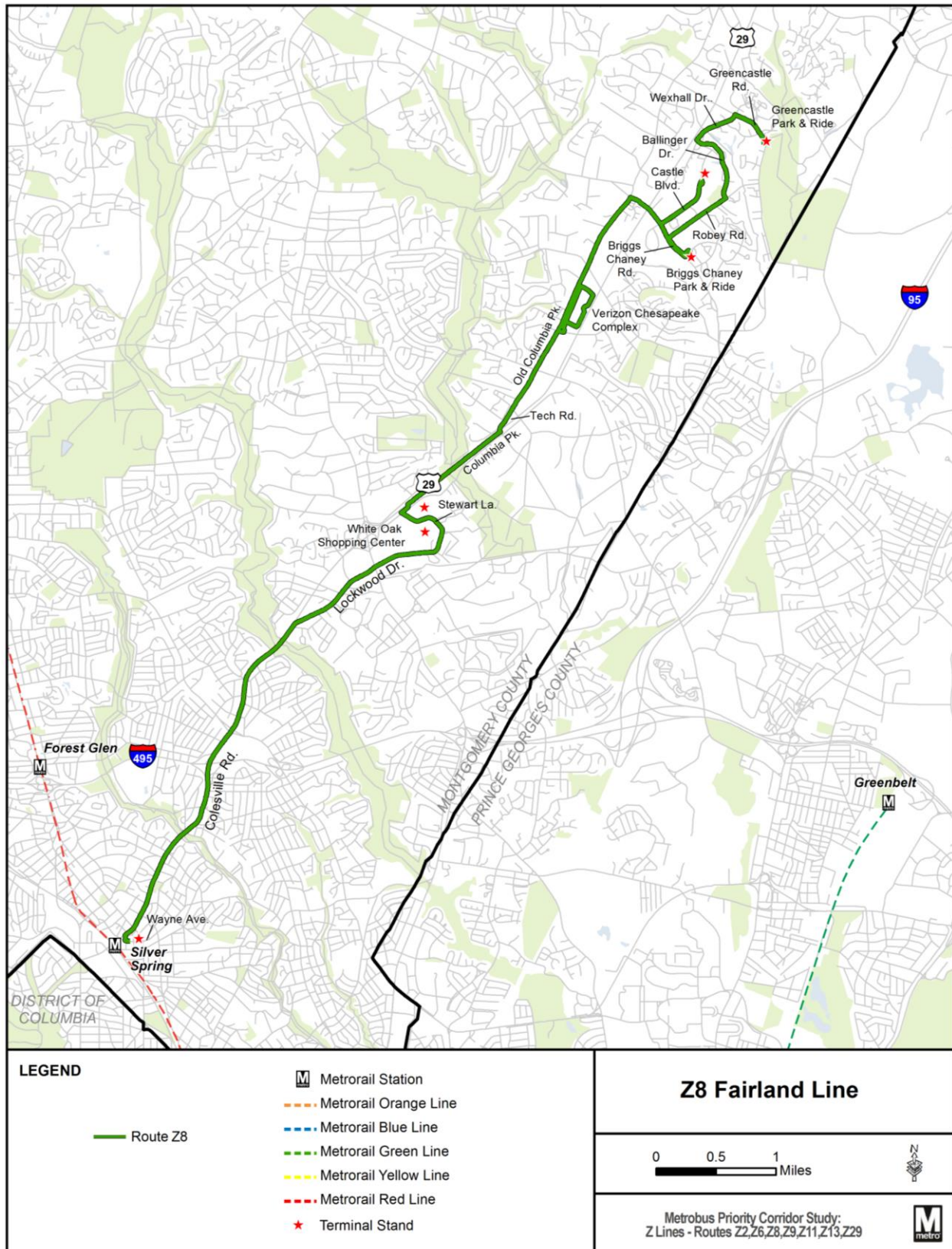
**Figure 1 – Existing Metrobus Routes in the Study Area**  
**Z2 and Z6 Routes**





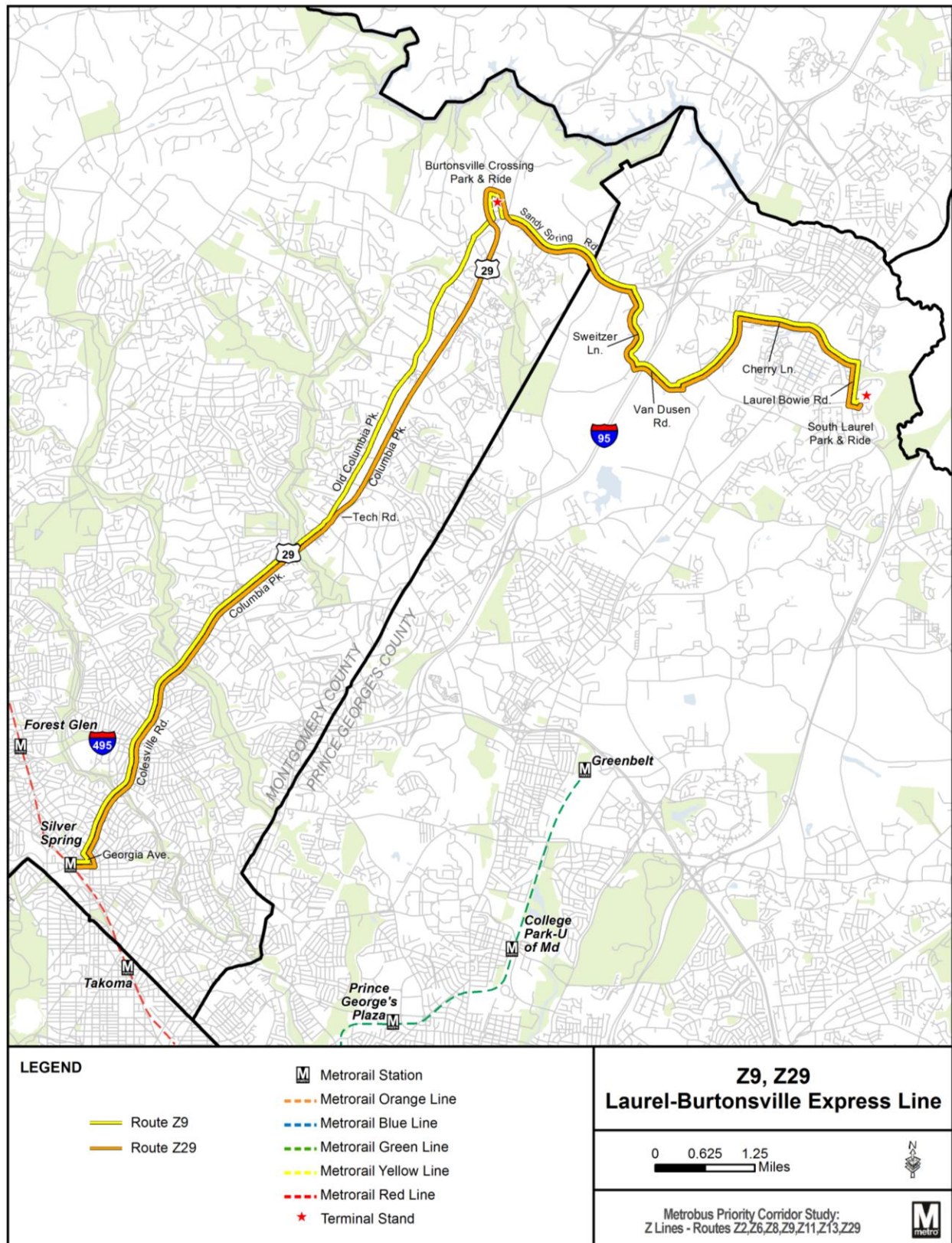
**Figure 2 – Existing Metrobus Routes in the Study Area**

**Z8 Route**



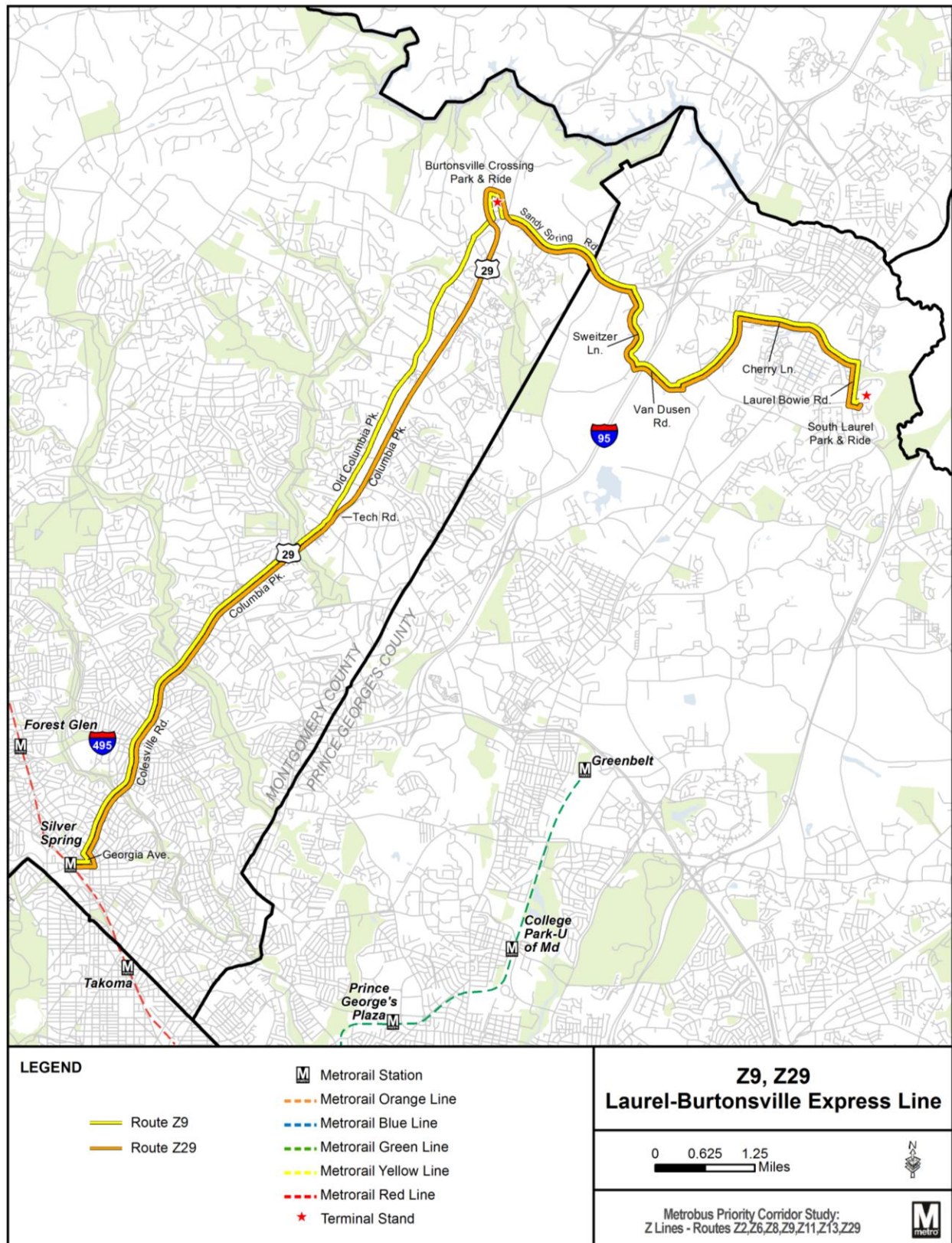


**Figure 3 – Existing Metrobus Routes in the Study Area**  
**Z9 and Z29 Routes**





**Figure 4 – Existing Metrobus Routes in the Study Area**  
**Z11 and Z13 Routes**



## 1.0 Rider Survey Methodology

As noted above, the primary purpose of the rider survey was to receive feedback from riders regarding their concerns and issues with Z Lines service and facilities as well as to compile their suggestions on how to improve service. A second intent of the survey was to collect names and e-mail addresses of respondents that could be used for communicating updates and announcements for public meetings. The rider survey effort was comprised of four parts, each outlined in more detail below: design, promotion, administration, and tabulation.

### 1.1 Survey Design

The initial step in the survey design was to determine the specific information that the project team desired from Z Lines riders, and then develop questions that would best capture the desired information (it should be noted that experience and lessons learned from previous Priority Corridor Studies was utilized when developing the Z Lines survey). Eighteen questions were included on both the paper and on-line surveys (in addition, five demographic questions were asked, for Title VI purposes). Respondents also had the option to write-in additional comments and provide their contact information for future communications. As noted, the survey was available to riders in two ways: on paper during the onboard survey (**Appendix A**) and online via the project website (**Appendix B**).

For the paper survey, the questions were arranged on a two-sided sheet of paper. One side had an English version of the survey with a U.S. Postal Service business reply panel, and the other side had a Spanish version, which also had a U.S. Postal Service business reply mail panel. The second option for riders wanting to take the survey was the on-line version, which was located on the project website (metrobus-studies.com).

### 1.2 Survey Promotion and Administration

The survey was aggressively promoted prior to the administration of the onboard survey on April 2, 2014, with two primary promotion efforts. The first of these efforts was through the distribution of 11" x 17" information posters (**Appendix C**) indicating that the survey would be taking place. These posters were placed in bus stop shelters along the Z Lines over the course of several weeks prior to the survey. Each poster had QR codes and URLs to direct riders to the both the English and Spanish versions of the survey on the project website. These posters were also put on buses on the Z Lines prior to the survey date.

Surveys were also distributed, on the survey day, to riders waiting for buses at several high ridership locations, including Briggs Chaney Park and Ride, Lockwood Drive & New Hampshire Avenue, Burtonsville Park and Ride and in Olney throughout the survey day. Project staff distributing surveys wore large "Metrobus" buttons to identify themselves as part of the project and answered rider questions about the study as necessary.

### 1.3 Survey Tabulation

Completed paper surveys were received throughout spring 2014 at a post office box used for business reply mail. Paper surveys were tabulated by the project team using Survey Monkey, an on-line tool that also produces graphics and helps analyze the information for the purpose of reporting. Surveys received via the project web page were automatically tabulated via Survey Monkey.

A summary of the rider survey results is presented in **Section 2** of this report, and full survey results by question are presented in **Section 3**. A transcription of additional comments received from the paper survey is presented in **Appendix D**. Of the 425 surveys received, 22 were completed in Spanish. Total daily ridership on the combined Z Lines is approximately 9,200 riders.

For purposes of comparison, Table 1 shows the number of responses received on other Priority Corridor Studies that have recently been conducted in Maryland.

**Table 1 – Number of Survey Responses for Metrobus Studies in Maryland**

Rider Surveys	Z Lines, 2014	C2 and C4 Lines, 2013	Rhode Island Ave Line, 2013	F4 and F6 Lines, 2012
Paper	333	215	413	300
On-Line	92	15	298	35
<b>Total</b>	<b>425</b>	<b>230</b>	<b>711</b>	<b>335</b>

Table 2 provides a demographic breakdown of the survey respondents (this data is also provided in Section 2).

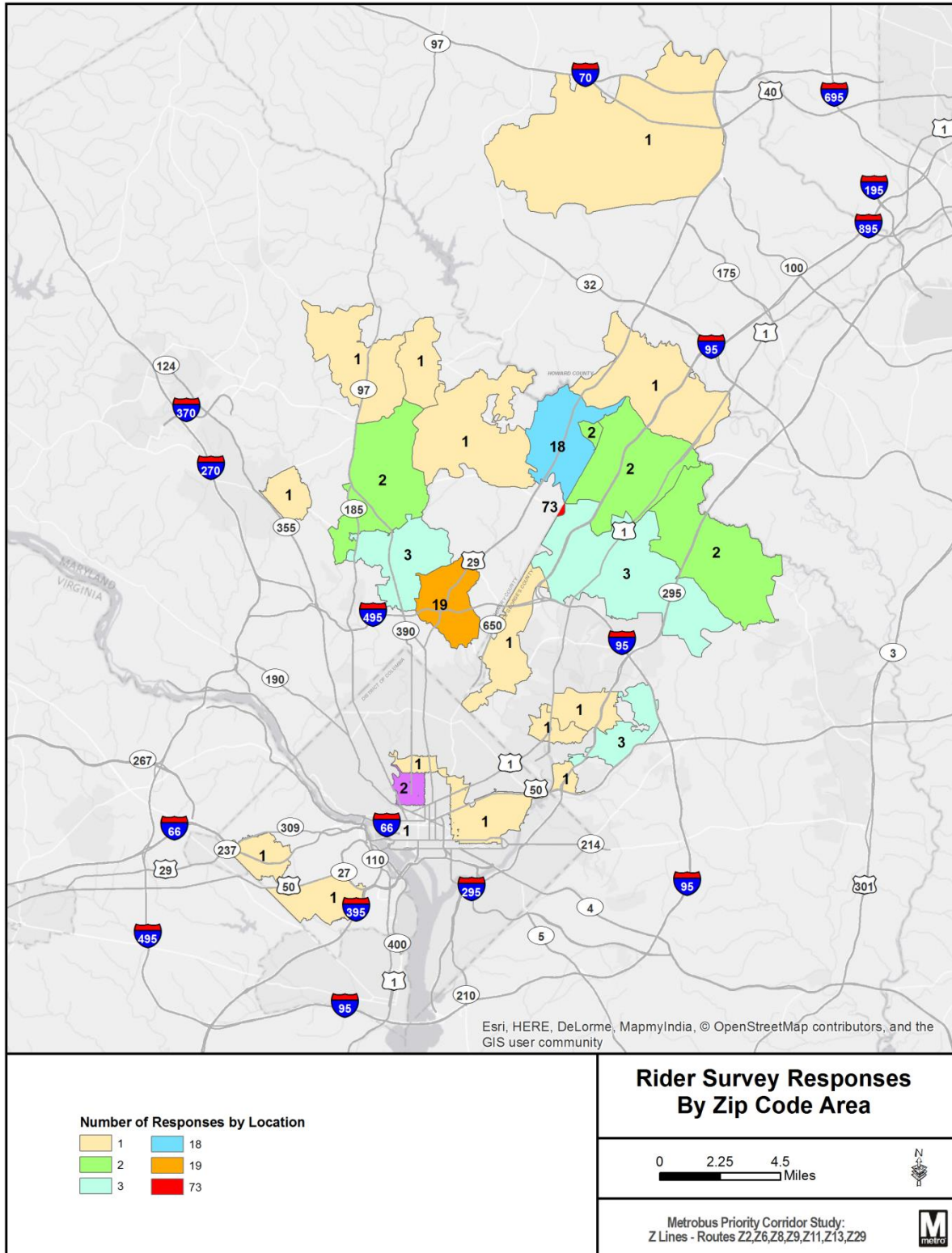
**Table 2 – Demographic Breakdown of Survey Respondents**

Race	Total Respondents	Percent of Total
Black/African American	182	56.70%
White/Caucasian	88	27.41%
Other Mixed	41	12.77%
Asian/Pacific Islander	18	5.61%
American Indian/Alaskan Native	2	0.62%

Finally, outlined in Figure 5 below, is the number of survey respondents by zip code, for those respondents that provided their address (this map does not reflect the full number of surveys completed since not all respondents provided address information).



**Figure 5 – Survey Responses by Zip Code – For Respondents Providing Address Information**



## 2.0 Summary of Results

A total of 425 rider surveys for the Z Lines were received during the spring of 2014:

- The majority of responses (333, or 78 percent) were received via paper surveys, either returned on the day of the survey or via the mail.
- 92 responses (22 percent) were received on-line through the project website.

The following is a list of major themes that recurred in Z Lines rider survey responses:

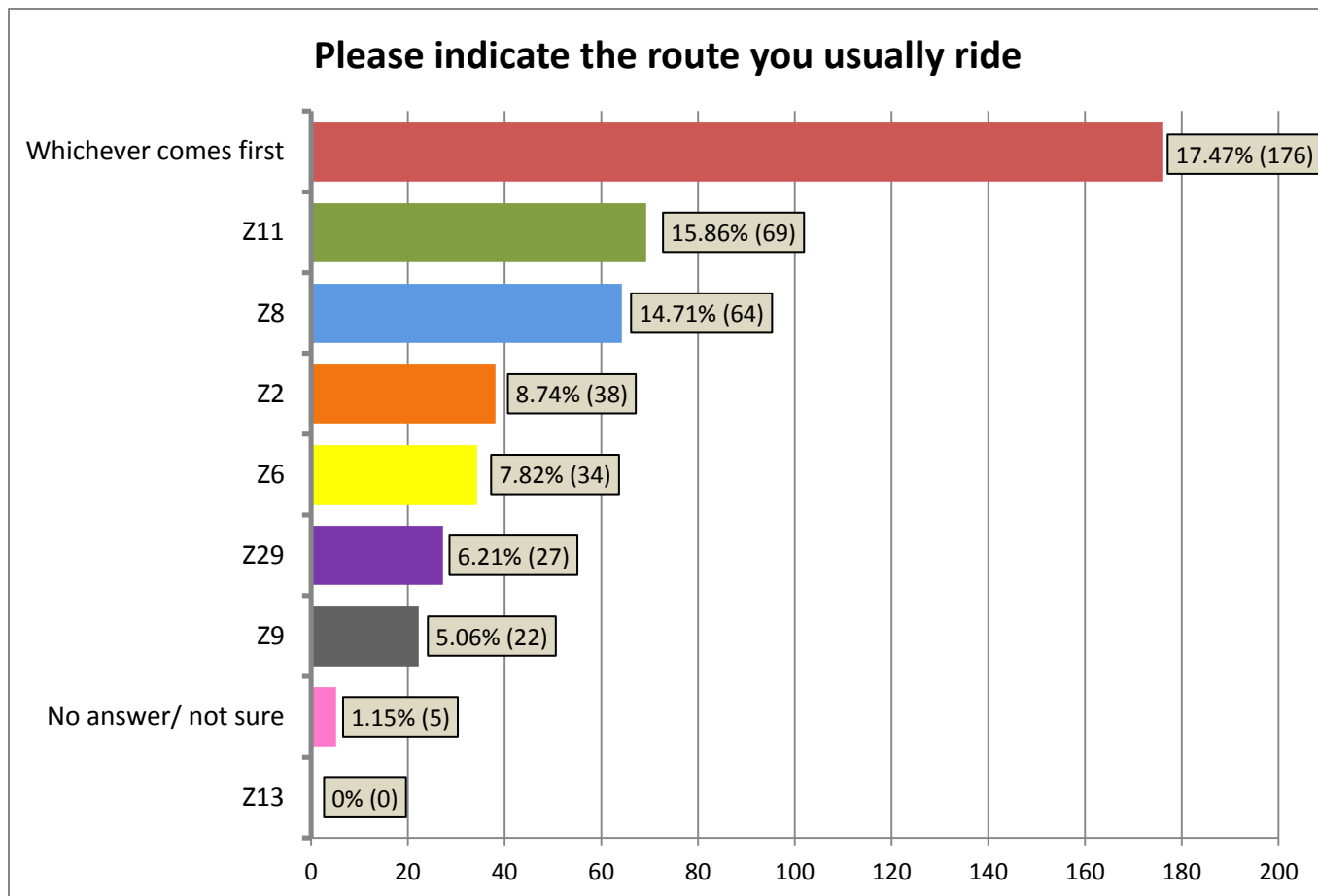
1. There is no large preference between the different Z Lines since 42 percent of respondents take whichever bus comes first. Of those riders who stated a preference, 16 percent take the Z11, 14 percent take the Z8, 8 percent take the Z2, and 7 percent take the Z6, showing a fairly even distribution among the Z Lines.
2. The most heavily used origin bus stops identified by survey respondents are Silver Spring, Briggs Chaney Park & Ride, and Robey Road. The most heavily used destination bus stops identified by survey respondents are Silver Spring, Burtonsville Park & Ride, and Briggs Chaney Park & Ride.
3. 87 percent of passengers do not transfer from another bus or rail. Among those who did transfer, 43 percent came from the Red Line. Furthermore, 84 percent of passengers said they would not be transferring further on this trip. Among those who planned to transfer, 51 percent were transferring to the Red Line.
4. Most riders (87 percent) use the Z Lines to go to and from work, 53 percent for shopping or errands, 20 percent for medical purposes, and 17 percent for school (these figures exceed 100% because some riders use the lines for more than one trip purpose). Of these passengers, 62 percent ride a bus on this line 3-5 days a week while 32 percent ride 6-7 days a week.
5. Wait times were not reported to be a major issue in the survey; 44 percent waited for a bus between 5 and 10 minutes, 24 percent waited 11 to 20 minutes, and 19 percent waited less than 5 minutes. Only 12 percent waited longer than 20 minutes.
6. 84 percent of passengers reported that seats were available when they boarded.
7. Safety and security were not considered a major issue by survey respondents; 53 percent said they're not usually concerned about safety/security on these routes. 37 percent said they're somewhat concerned and 8 percent were very concerned.
8. Based on a scale of 1 to 5 (1 being poor and 5 being excellent), the bus stop average quality ratings were 3.25 for information about bus service, 3.87 for the quality of pavements/sidewalks, and 3.28 for the quality of the bus shelter itself.
9. The average ratings for quality of the bus (from 1 to 5) were reported as 3.78 for cleanliness, 3.68 for comfort, and 3.81 for condition.
10. The average ratings for quality of the bus driver (from 1 to 5) were reported as 4.4 for safe operation of the bus, 4.52 for knowledge of the route, and 4.22 for courtesy/professionalism.

11. Crowding, frequency problems, and hour of service issues were reported as happening often or almost always by a majority of respondents. Bus bunching, long travel times and reliability issues were reported to occur often or sometimes by a majority of respondents. However, safety/security and access/amenities were reported by a majority of respondents as only sometimes or never being problems.
12. Overall, 23 percent of respondents gave the Z Lines a rating of 8/10. 18 percent gave a rating of 7/10, and 13 percent gave a rating of 6/10.
13. A majority of respondents use wmata.com or the paper schedule to get next bus information, 37 percent and 36 percent respectfully. Many also use smartphone apps (34 percent). Finally, some passengers use nextbus.com or call in, 26 percent and 21 percent respectfully.
14. Demographics: Of the 79.29 percent of respondents who answered the annual household income question, 51 percent said they made more than \$30,000 per year. 21 percent reported making less than \$30,000, WMATA's threshold for being considered low-income. 5 percent of respondents primarily speak Spanish at home and 6 percent are of Latino origin. 56 percent of respondents identified as black, 28 percent white, 13 percent mixed, and 6 percent Asian.

### 3.0 Rider Survey Results by Question

The following pages show the results of the Z Lines rider survey by question.

Question 1: Indicate route usually ride - all respondents



Question 2: All respondents

#### At which station or bus stop did you board this bus?

Respondents were asked to write in their response. The highest frequency responses included:

- Briggs Chaney Road and Briggs Chaney Park and Ride (50, or 12%)
- Silver Spring and Silver Spring Metro (106, or 26%)

Question 3: All respondents

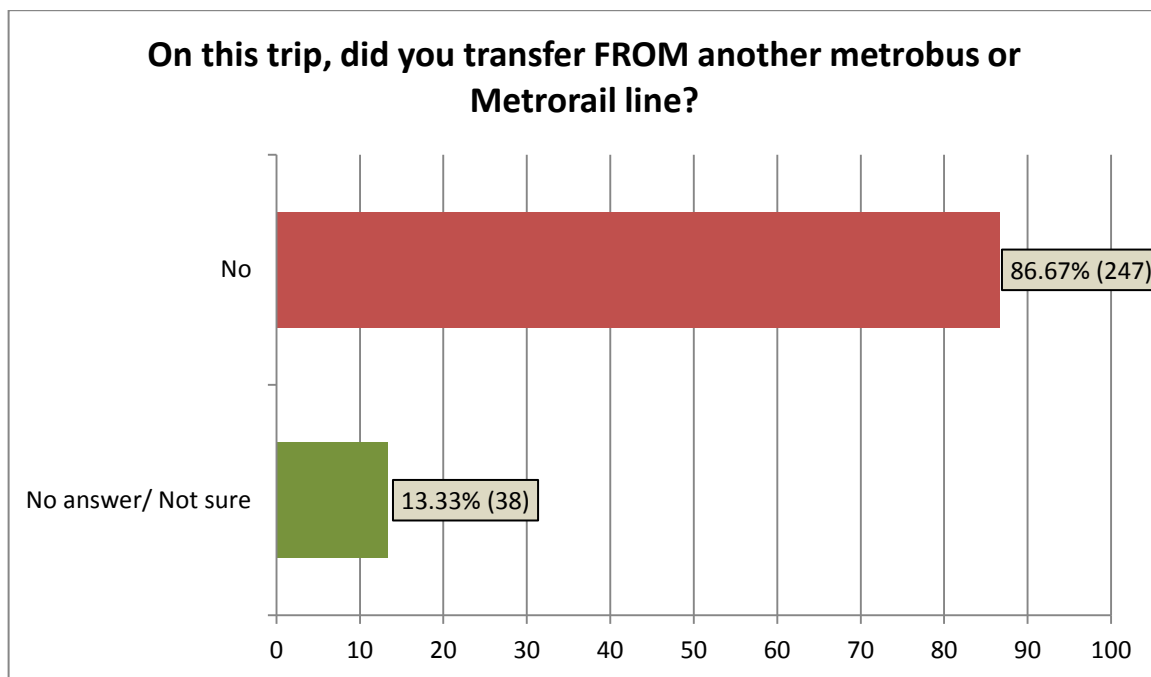
#### Which station or bus stop is your final destination on this trip?

Respondents were asked to write in their response. The highest frequency response was:

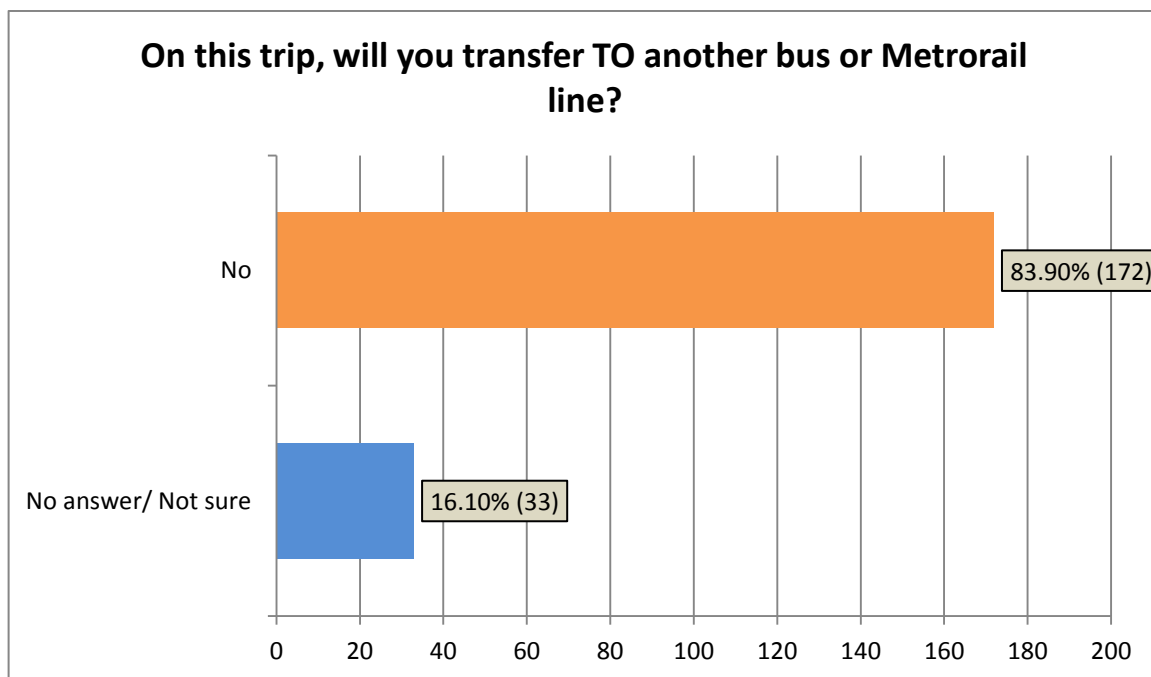
- Silver Spring and Silver Spring Metro (228, 56%)



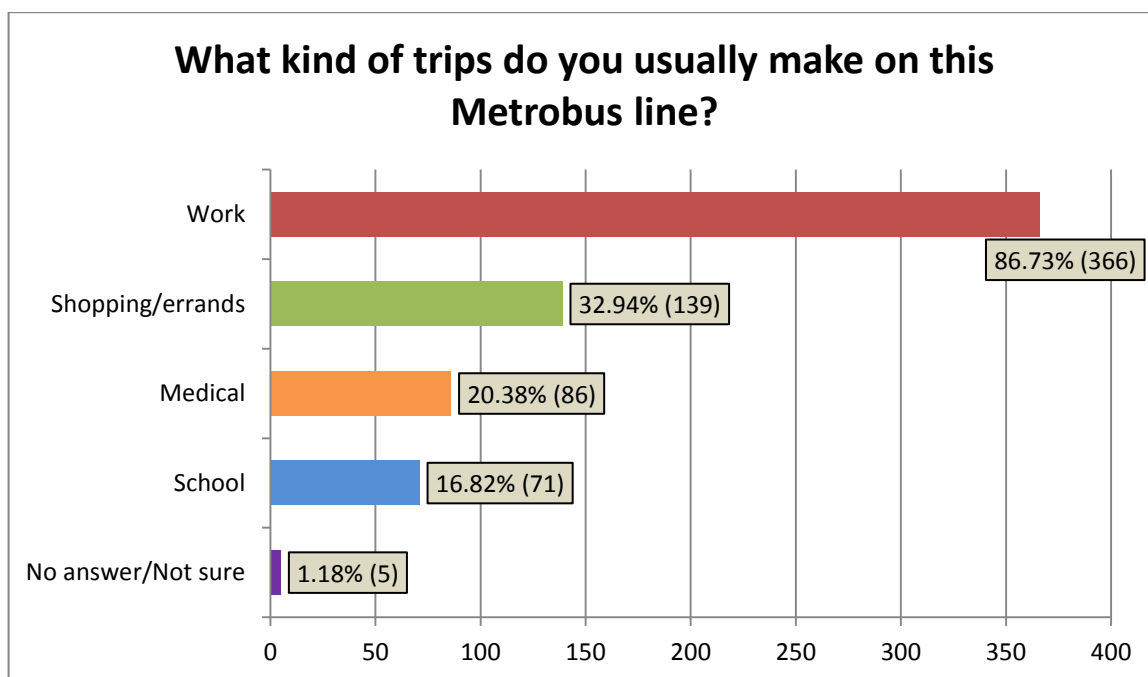
Question 4: Did you transfer from another bus or Metrorail line - all respondents



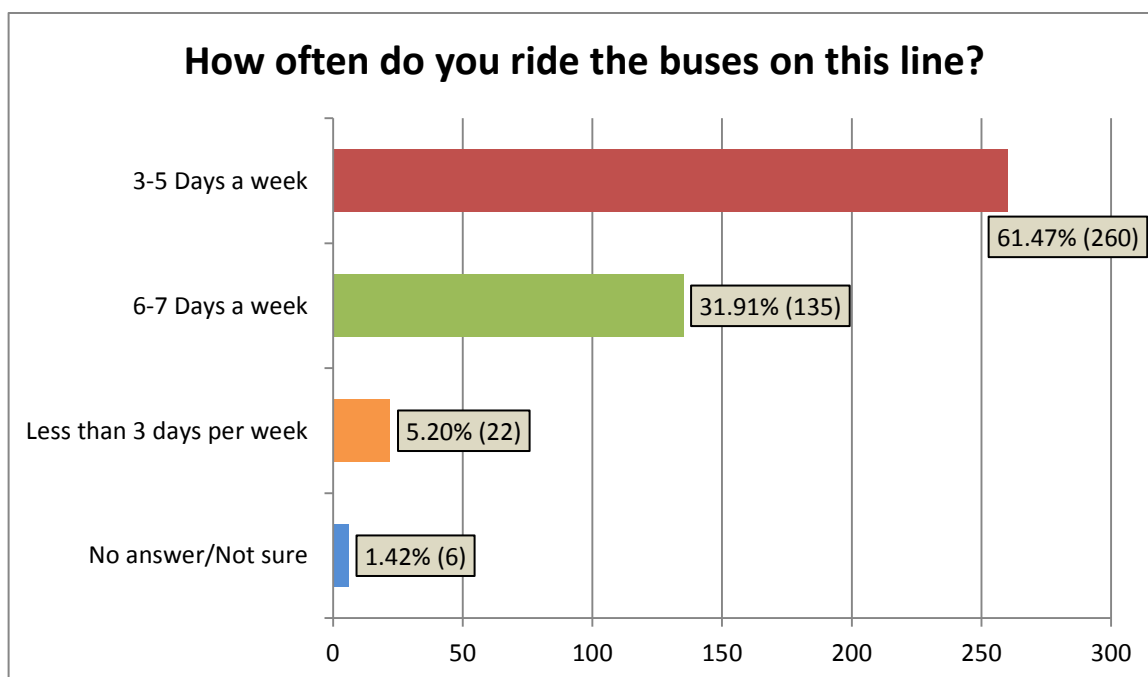
Question 5: Did you transfer to another bus or Metrorail line - all respondents



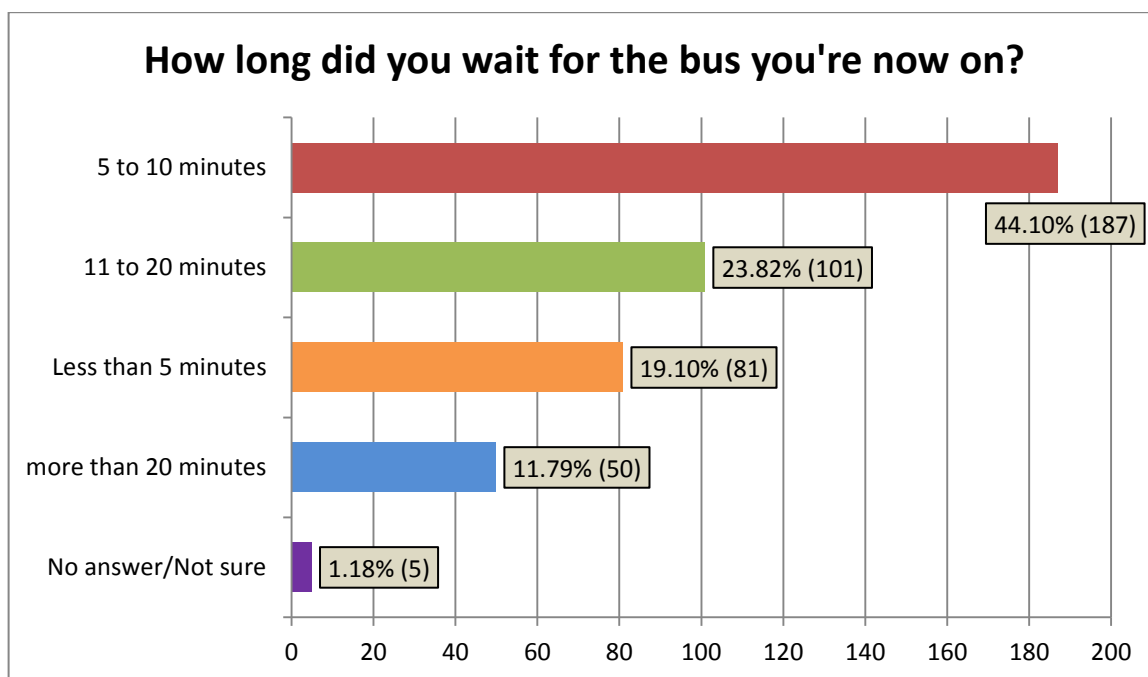
Question 6: What kind of trips do you usually make on this Metrobus line - all respondents



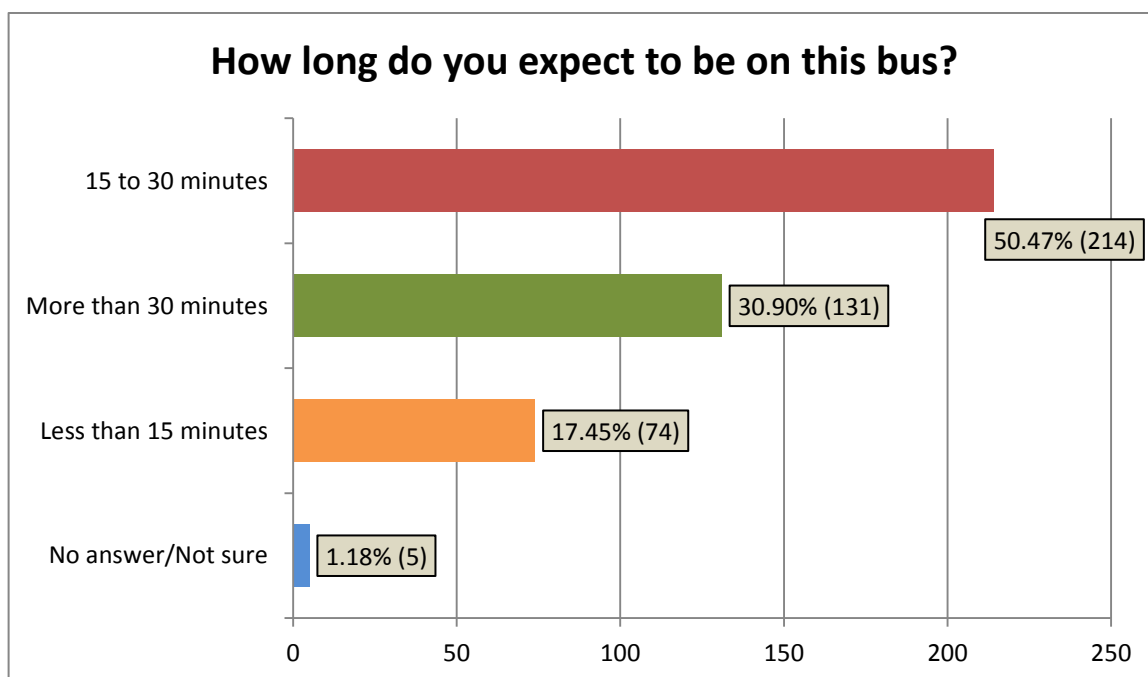
Question 7: How often do you ride the buses on this line - all respondents



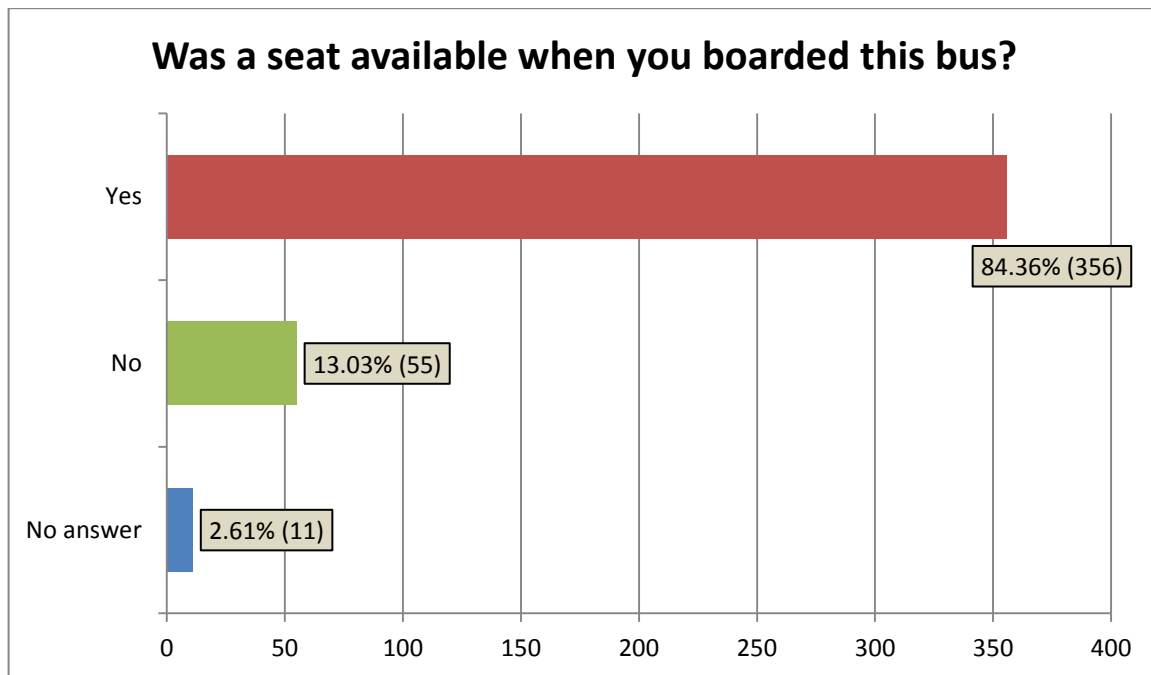
Question 8: How long did you wait for the bus you are on - all respondents



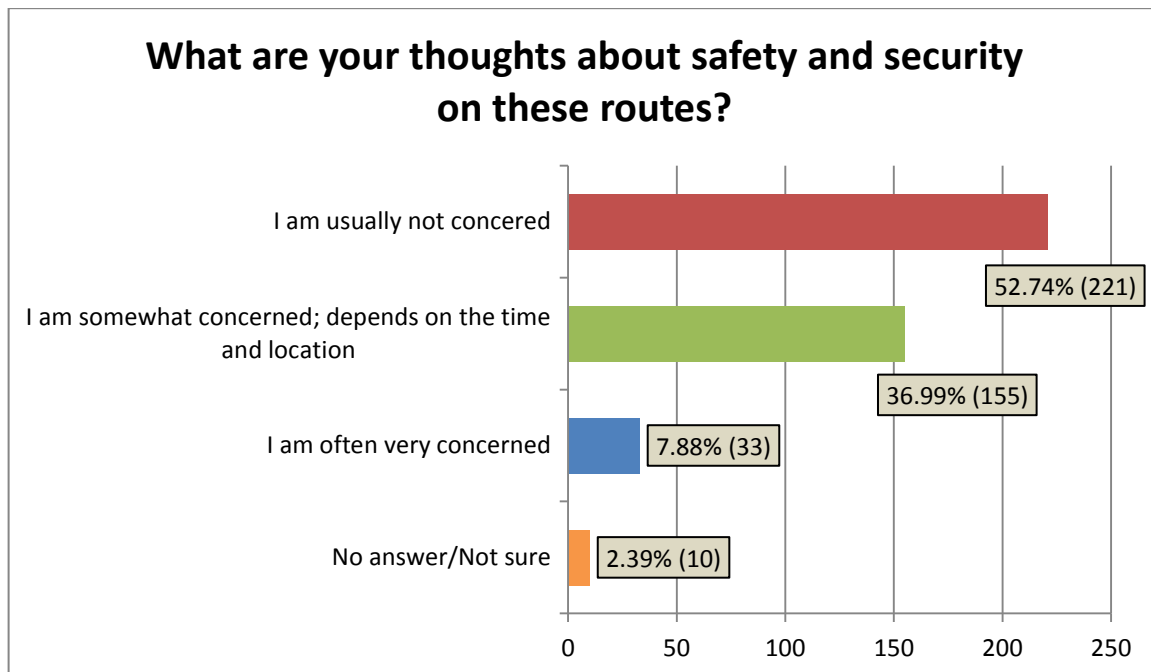
Question 9: How long do you expect to be on this bus - all respondents



Question 10: Was a seat available when you boarded this bus - all respondents

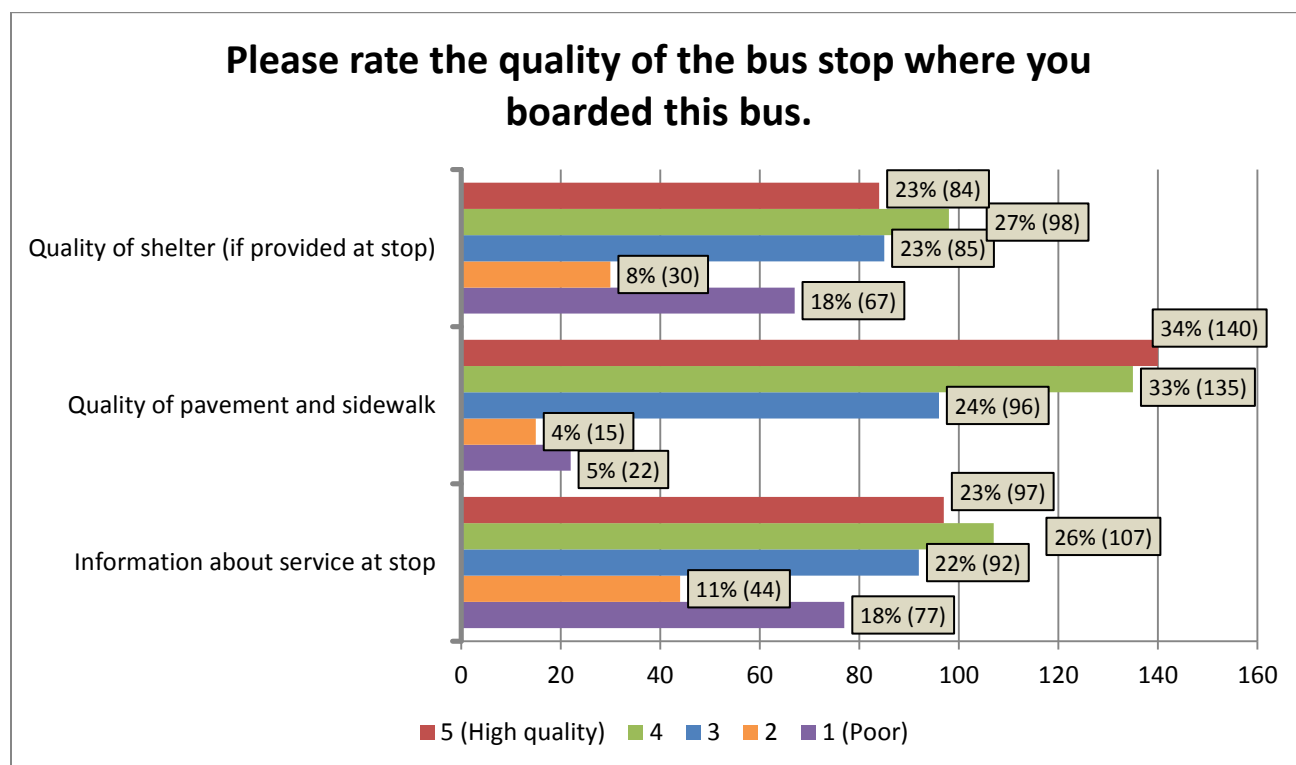


Question 11: What are your thoughts about safety and security on bus - all respondents

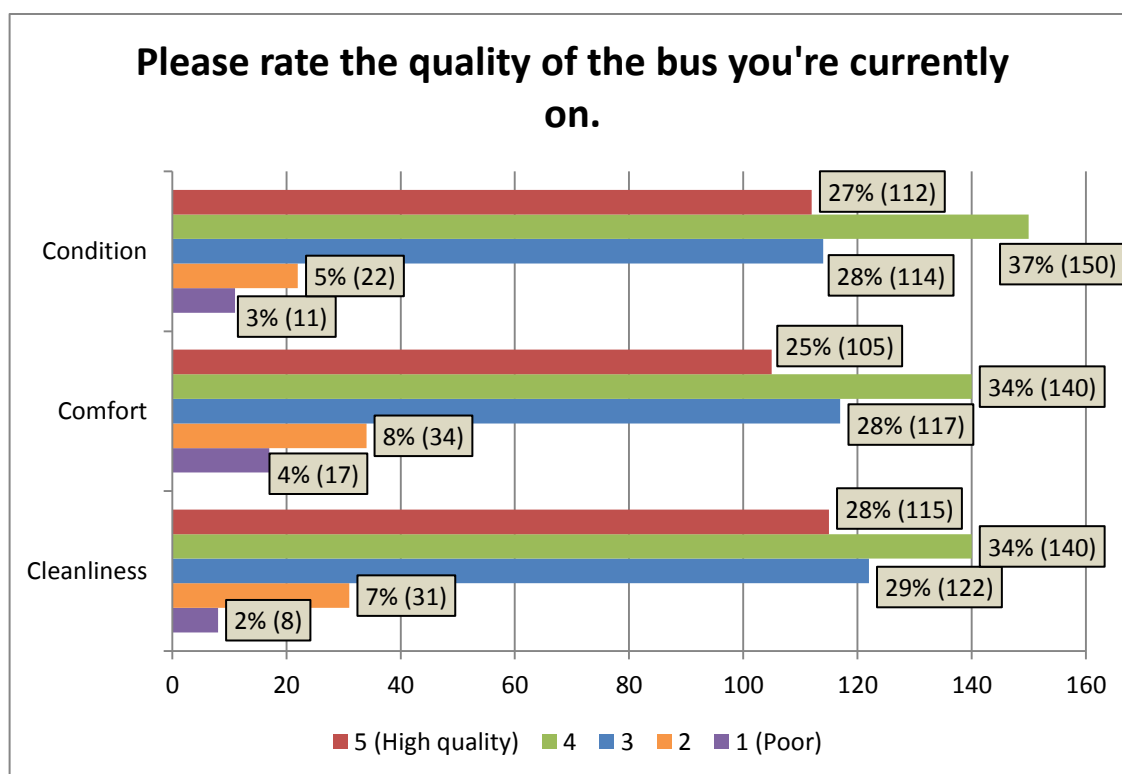




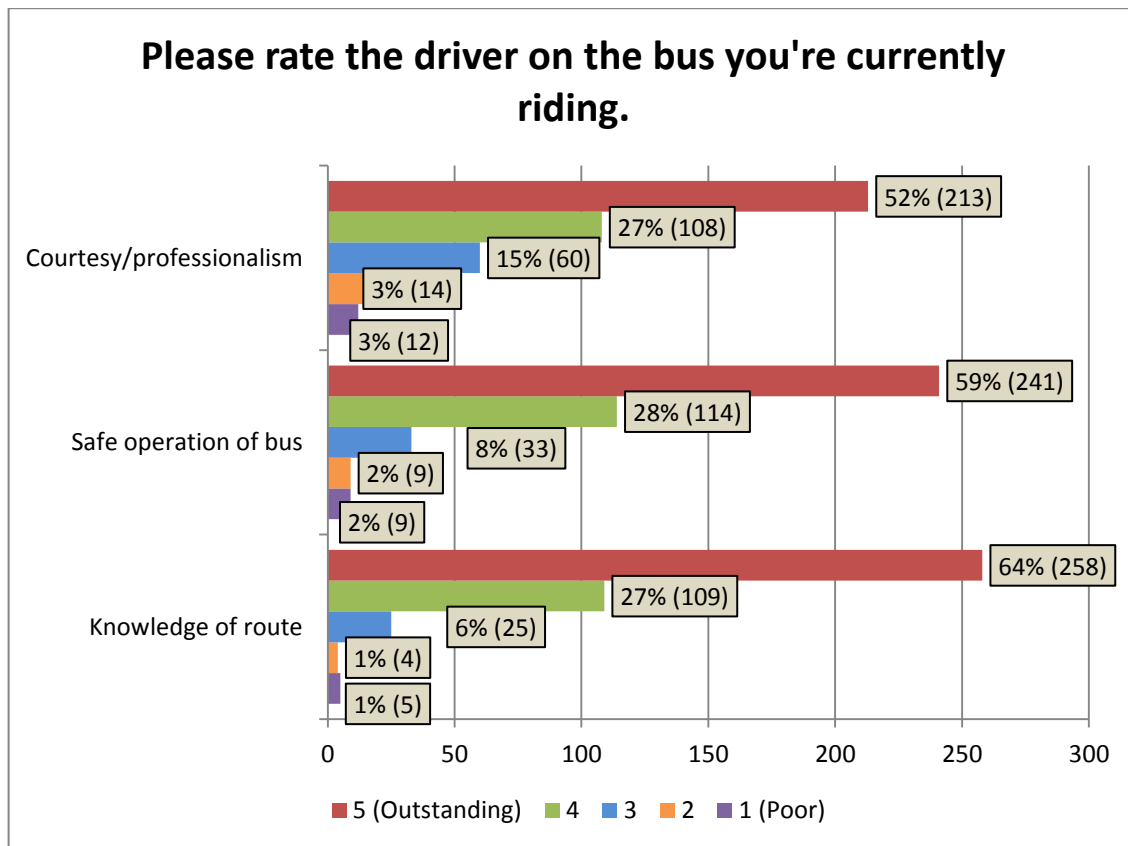
Question 12: Please rate quality of bus stop where you boarded this bus – all respondents



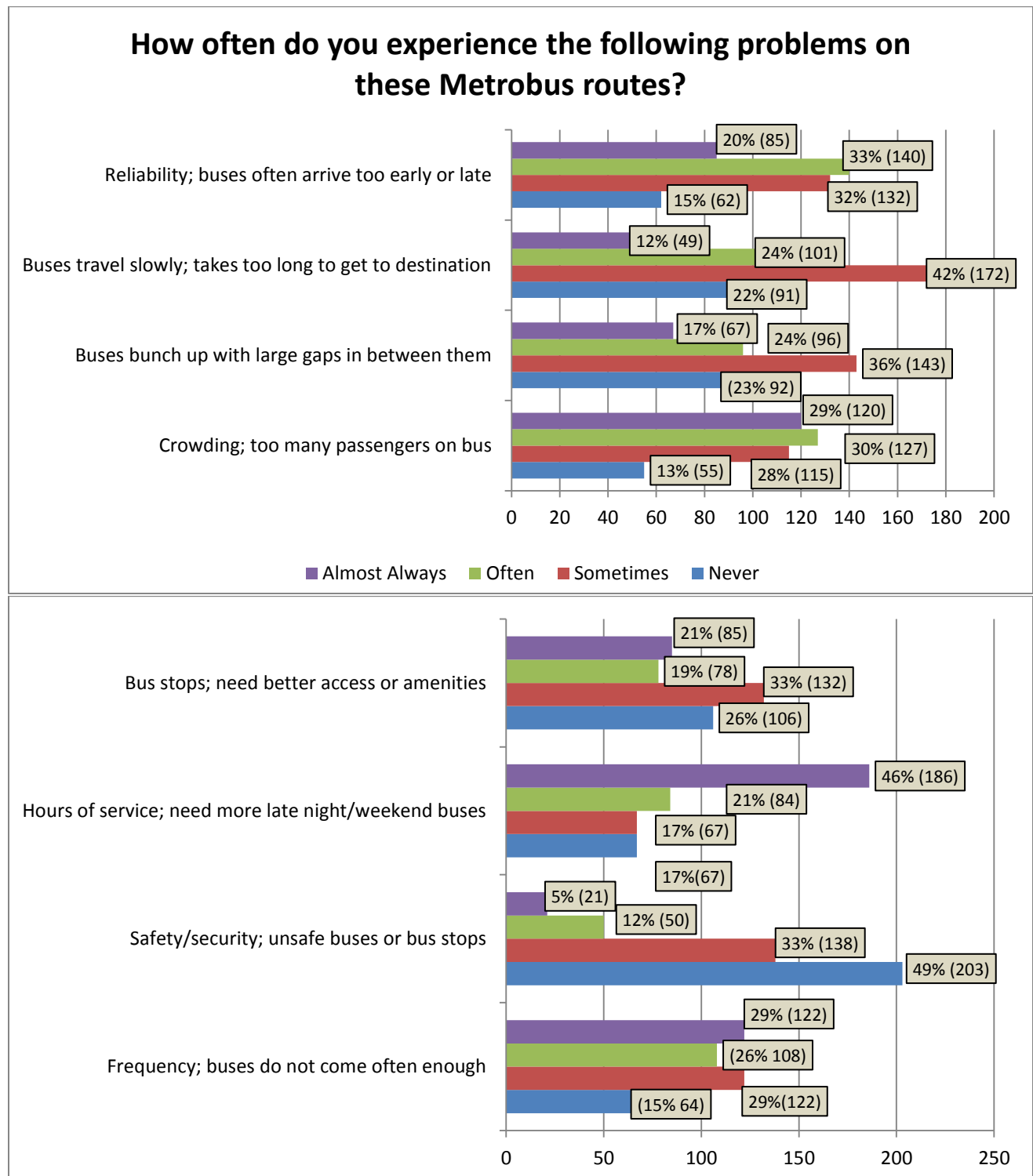
Question 13: Please rate the quality of the bus you are currently on - all respondents



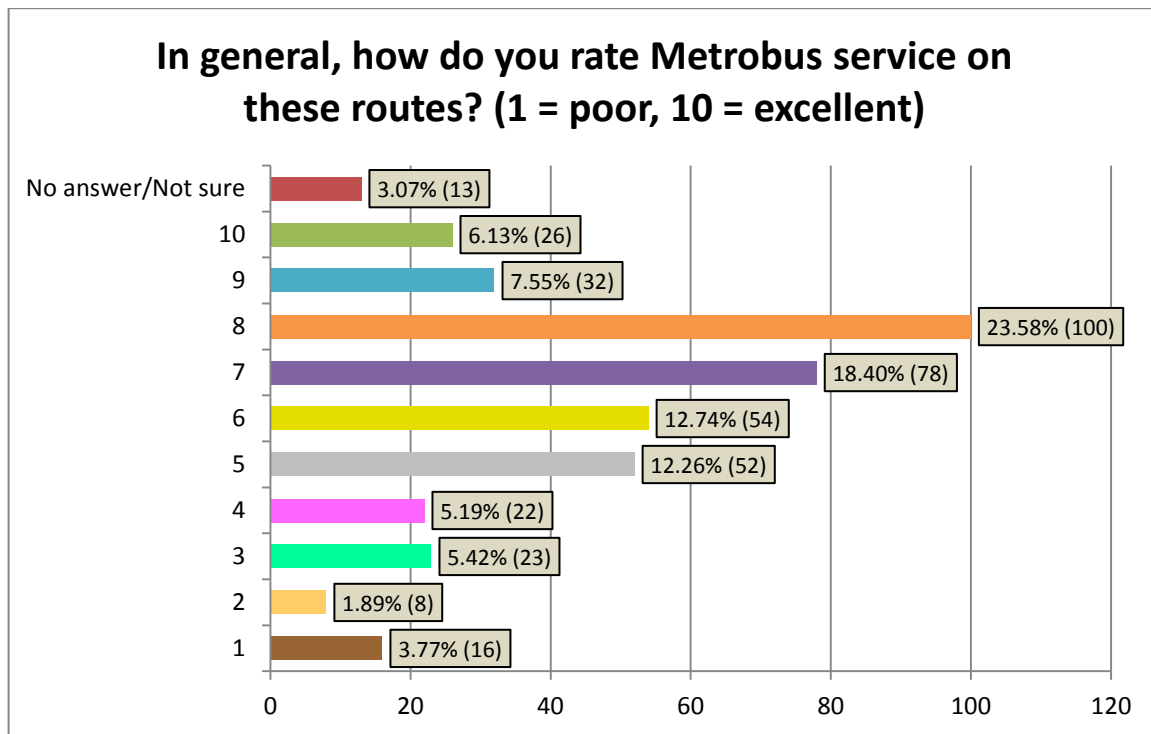
Question 14: Please rate the quality of the driver of the bus you are currently on - all respondents



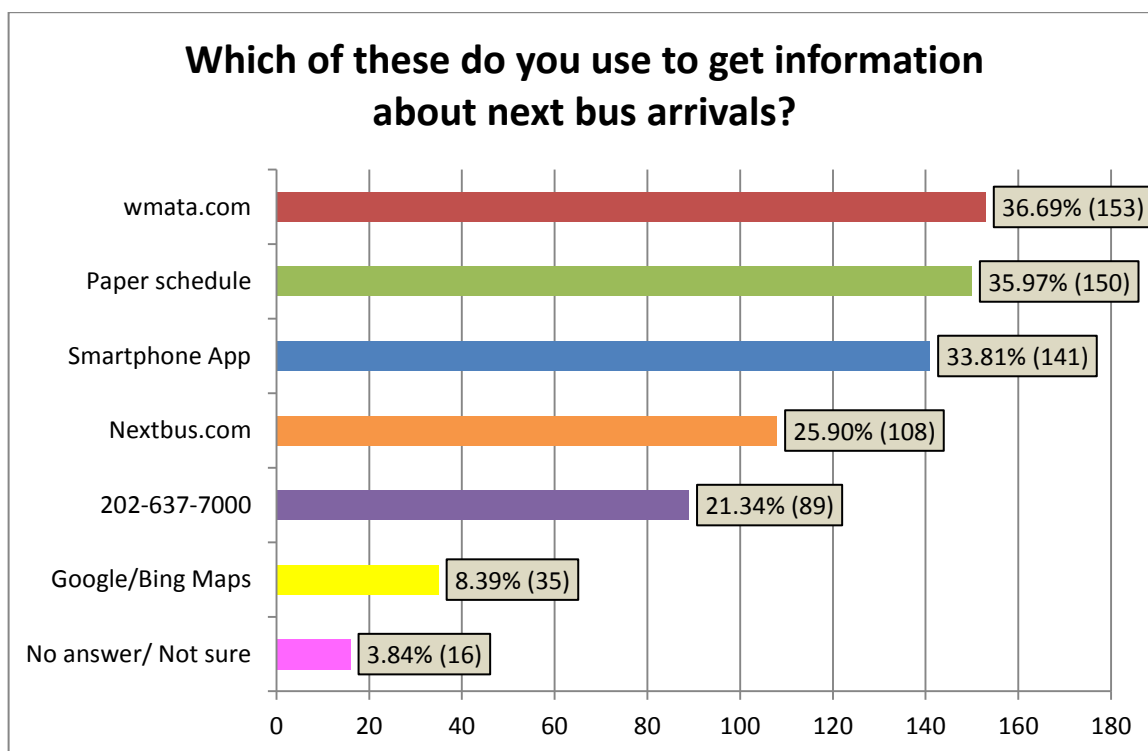
Question 15: How often do you experience the following problems on the routes - all respondents



Question 16: In general, how do you rate Metrobus service on these routes - all respondents



Question 17: Which methods do you use to get information on next bus arrivals - all respondents



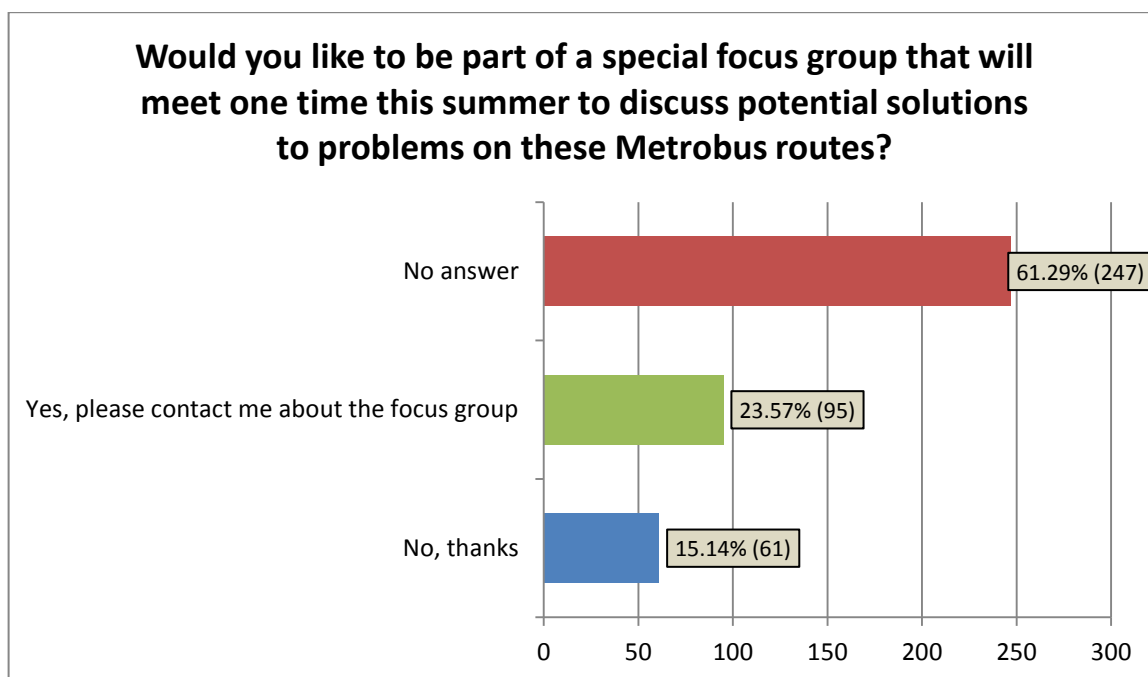
Question 18: Respondents were asked what other improvements should be considered for this line. Responses can be found in **Appendix D** under additional comments.

Question 19 Asked for the respondents' name.

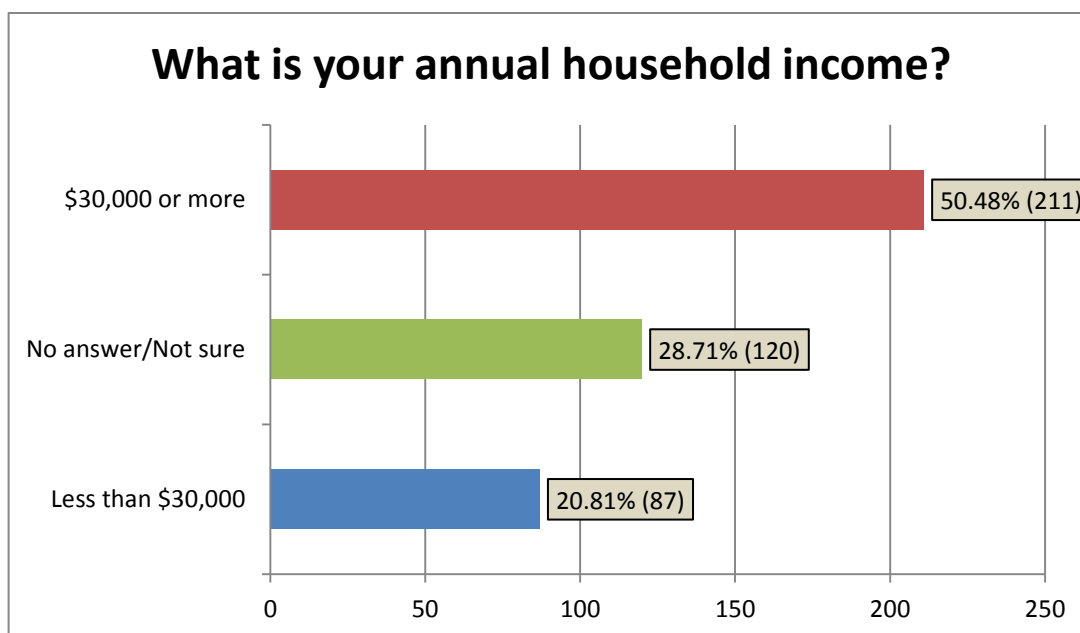
Question 20 Asked for the respondents' email address.

Question 21 Asked for the respondents' Mailing address including City, State, and Zip code. 42% of the entries were from the 20904 (Silver Spring) zip code.

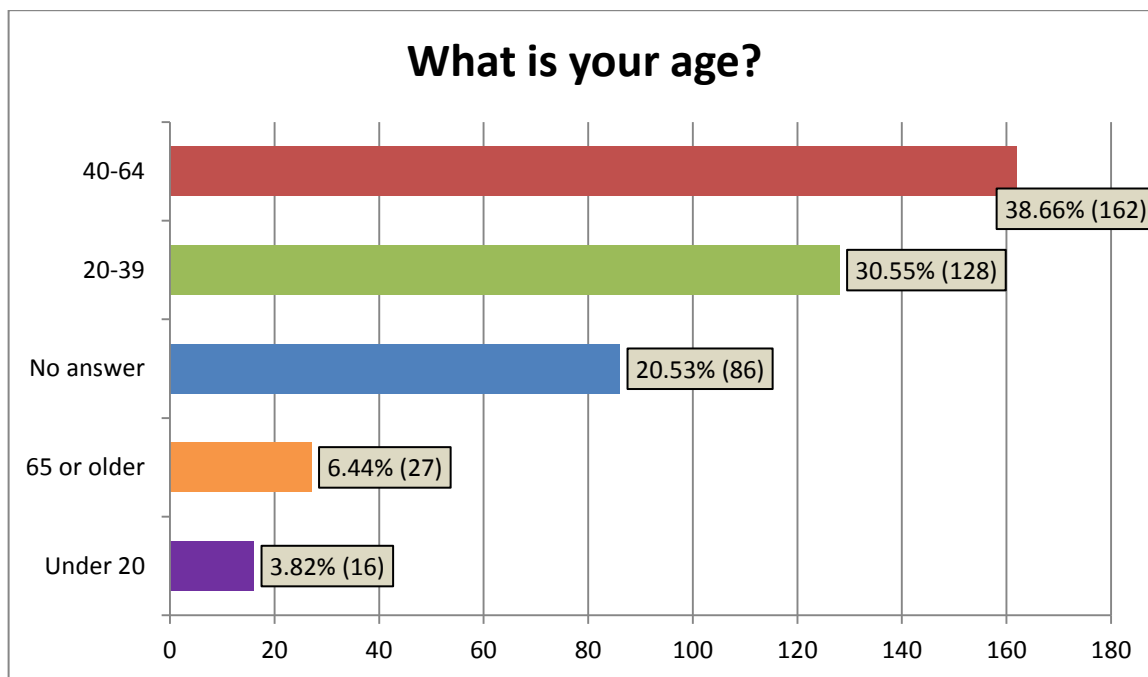
Question 22: Would you like to be part of a focus group - all respondents



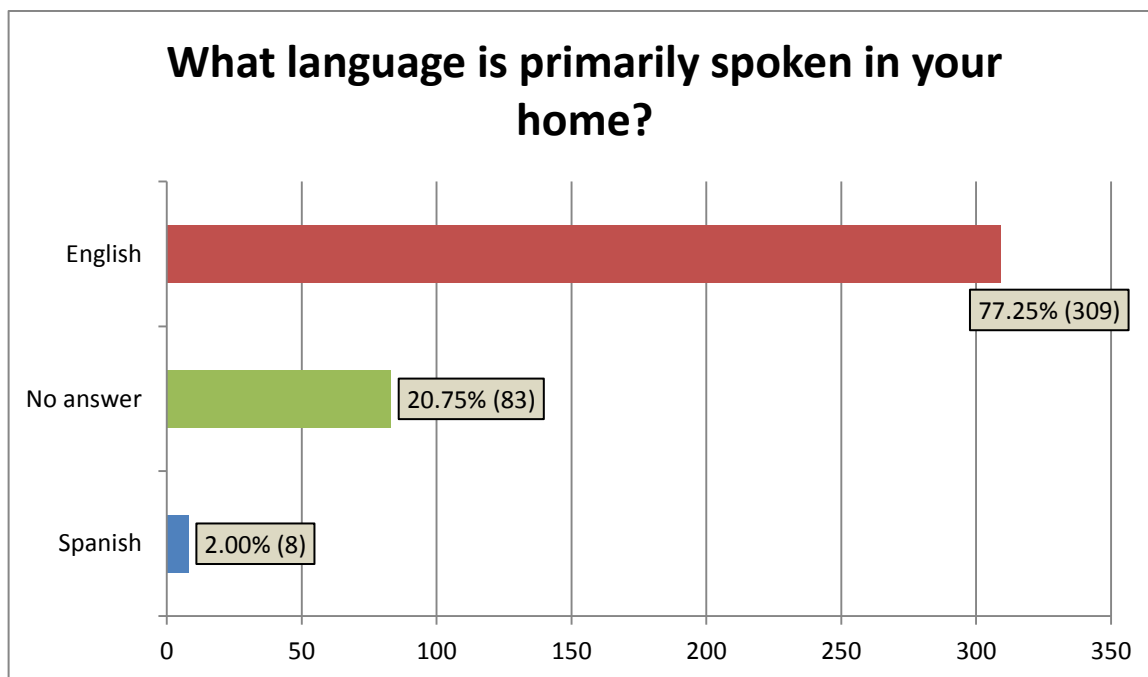
Question 23: What is your annual household income - all respondents



Question 24: What is your age - all respondents

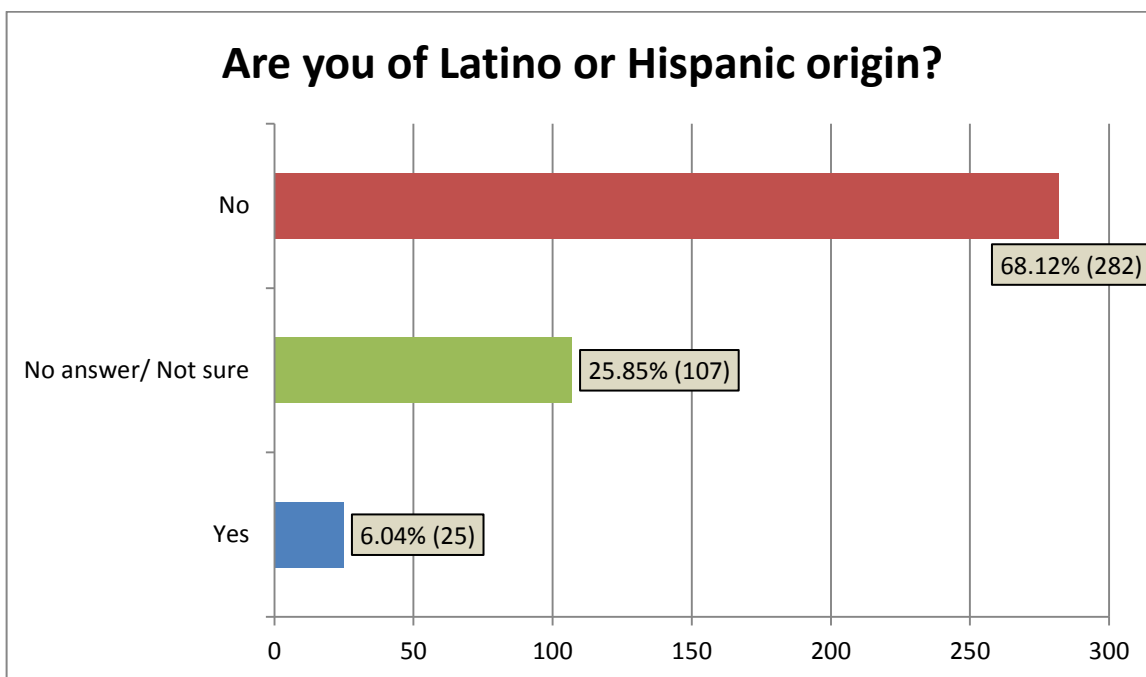


Question 25: What is the primary language spoken in your home - all respondents

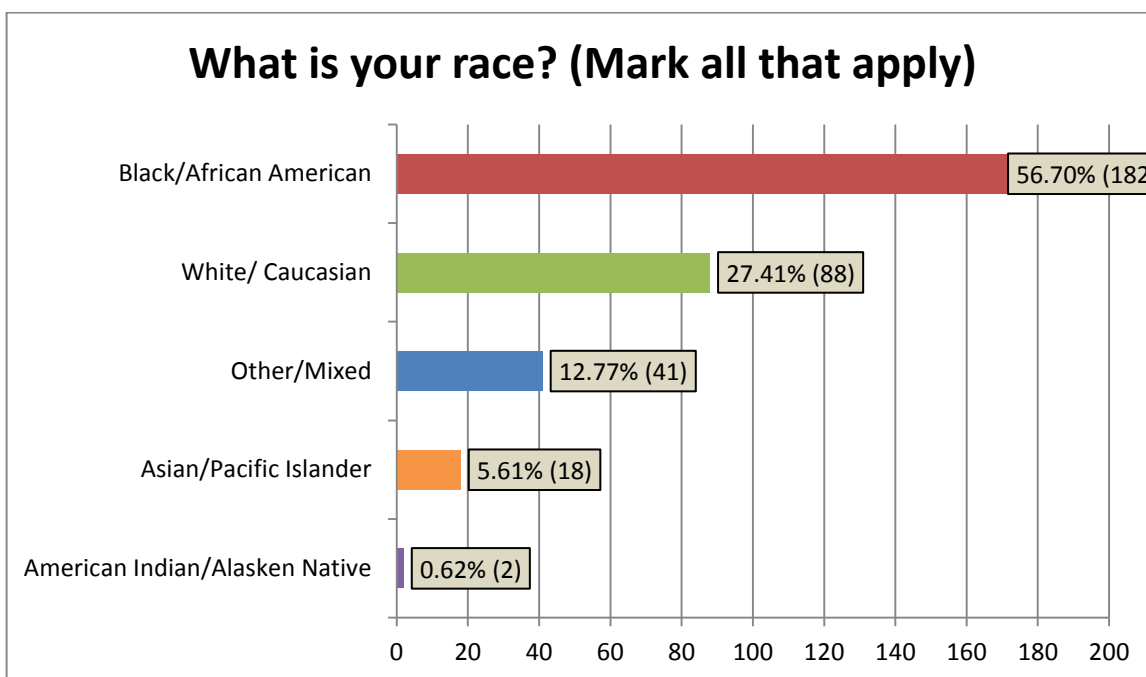




Question 25: Are you of Latino or Hispanic origin



Question 26: What is your race - all respondents



# Appendix A – Rider Survey, English Panel



## Metrobus Rider Survey: Routes Z2, Z6, Z8, Z9, Z11, Z13, Z29

Metro and its local transportation agency partners are conducting a comprehensive study of the Silver Spring-Columbia Pike Lines. The purpose of the study is to identify problems, develop solutions, and improve bus service on Metrobus Routes Z2, Z6, Z8, Z9, Z11, Z13, and Z29. Please take a moment to complete the following survey. After completing the survey, place it in the pouch marked “rider survey” on this bus, or drop it in the mail before **Wednesday, April 30** (postage is paid).

1. Please check the route you usually ride:

☐ Z2
 ☐ Z6
 ☐ Z8
 ☐ Z9
 ☐ Z11
 ☐ Z13
 ☐ Z29
 ☐ Whichever comes first

2. At which station or bus stop/intersection did you board this bus?

3. Which station or bus stop/intersection is your final destination on this trip?

4. On this trip, did you transfer from another bus or Metrorail line?  
Yes, I transferred from:

5. On this trip, will you transfer to another bus or Metrorail line?  
Yes, I will transfer to:

6. What kind of trips do you usually make on this Metrobus line?

☐ Work
 ☐ School
 ☐ Medical
 ☐ Shopping, errands

7. How often do you ride the buses on this line?

☐ 6-7 days a week
 ☐ 3-5 days a week
 ☐ Less than 3 days a week

8. How long did you wait for the bus you are now on?

☐ Less than 5 min.
 ☐ 5-10 min.
 ☐ 11-20 min.
 ☐ 20+ min.

9. How long do you expect to be on this bus?

☐ Less than 15 min.
 ☐ 15 to 30 min.
 ☐ More than 30 min.

10. Was a seat available when you boarded this bus?

☐ Yes
 ☐ No

11. What are your thoughts about safety and security on these routes?

☐ I am usually not concerned
 ☐ I am often very concerned
 ☐ I am somewhat concerned; it depends on the time and location

12. Please rate the quality of the bus stop where you boarded this bus. (1 = poor quality, 5 = high quality)

1	2	3	4	5	Information about service at stop
1	2	3	4	5	Quality of pavement and sidewalk
1	2	3	4	5	Quality of shelter (if provided at stop)

13. Please rate the quality of the bus you're currently on.  
(1 = poor quality, 5 = high quality)

1	2	3	4	5	Cleanliness
1	2	3	4	5	Comfort
1	2	3	4	5	Condition

14. Please rate the driver on the bus you're currently riding.  
(1 = poor performance, 5 = outstanding performance)

1	2	3	4	5	Safe operation of bus
1	2	3	4	5	Knowledge of route
1	2	3	4	5	Courtesy, professionalism

15. Please rate the issues below based on the urgency with which improvements are needed. “0” indicates that you never experience problems on these routes; “3” indicates a problem you almost always experience.

	never	1	2	always
Crowding; too many passengers on the bus ----->	0	1	2	3
Buses bunch up with large gaps in between them ----->	0	1	2	3
Buses travel slowly; takes too long to get to destination ----->	0	1	2	3
Reliability; buses often arrive too early or too late ----->	0	1	2	3
Frequency; buses do not come often enough ----->	0	1	2	3
Safety/security; unsafe buses or bus stops ----->	0	1	2	3
Hours of service; need more late night/weekend buses ----->	0	1	2	3
Bus stops; need better access or amenities ----->	0	1	2	3

16. In general, how do you rate Metrobus service on this line?

poor
 ☐ 1
 ☐ 2
 ☐ 3
 ☐ 4
 ☐ 5
 ☐ 6
 ☐ 7
 ☐ 8
 ☐ 9
 ☐ 10
 excellent

17. Which do you use to get information about next bus arrivals?

☐ Smartphone App
 ☐ Google/Bing Maps
 ☐ Nextbus.com
 ☐ Paper schedule
 ☐ 202-637-7000
 ☐ WMATA.com

**web: metrobus-studies.com | e-mail: info@**

## Appendix A – Rider Survey, English Panel Continued/Business Reply Panel

Would you prefer to take this survey on-line? Visit: [tinyurl.com/zlinesurvey](http://tinyurl.com/zlinesurvey) or scan the QR code to the right.



18. What other improvements should be considered for this line?

A series of public meetings will be held in the second half of 2014 so that riders can further assist in the process of improving bus service on this line. To be notified of these meetings, please include your name and contact information below. Thanks for taking our survey!

Name:

E-mail:

Address:

City:

ZIP Code:

Would you like to be part of a special focus group that will meet this summer to discuss potential solutions to problems on Metrobus Routes Z2, Z6, Z8, Z9, Z11, Z13, & Z29?

☐ Yes, please contact me about the focus group.

**Optional Demographic Questions:**

19. What is your annual household income? ☐ Less than \$30,000  
☐ \$30,000 or higher

20. What is your age? ☐ Under 20 ☐ 20 to 39 ☐ 40 to 64 ☐ 65 or older

21. What language is primarily spoken in your home?

☐ English ☐ \_\_\_\_\_

22. Are you of Latino or Hispanic origin? ☐ Yes ☐ No

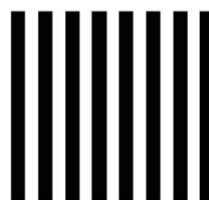
23. What is your race?

☐ Black/African American ☐ Asian/Pacific Islander ☐ Other or Mixed  
☐ American Indian/Alaska Native ☐ White/Caucasian

[metrobus-studies.com](http://metrobus-studies.com) | 703-340-3105

**BUSINESS REPLY MAIL**  
 FIRST-CLASS MAIL PERMIT NO. 78033 ARLINGTON, VA  
 POSTAGE WILL BE PAID BY ADDRESSEE

WMATA C/O AECOM  
 PO BOX 17311  
 ARLINGTON VA 22216-9907



NO POSTAGE  
 NECESSARY  
 IF MAILED  
 IN THE  
 UNITED STATES

# Appendix A – Rider Survey, Spanish Panel



## Encuesta de pasajeros: Rutas Z2, Z6, Z8, Z9, Z11, Z13, Z29

Metro está realizando un estudio de las líneas de Silver Spring-Columbia Pike. El objetivo del estudio es identificar problemas, elaborar soluciones y mejorar el servicio de autobuses de las rutas Z2, Z6, Z8, Z9, Z11, Z13 y Z29 de Metrobus. Tenga la bondad de dedicar unos momentos para llenar esta encuesta. Después de completar la encuesta, colóquela en el sobre marcado "encuesta de pasajeros" ("rider survey") en este autobús, o envíela por correo (el franqueo ya está pagado; ponga la encuesta completada en un buzón de correo antes del miércoles 30 de abril).

1. Por favor marque la ruta que normalmente usa usted:

☐ Z2
 ☐ Z6
 ☐ Z8
 ☐ Z9
 ☐ Z11
 ☐ Z13
 ☐ Z29
 ☐ Cualquiera que llegue primero

2. ¿Dónde subió usted al autobús? (estación, parada o intersección de calles)

3. ¿A dónde va en este autobús? (estación, parada o intersección de calles)

4. ¿Hizo usted transbordo de otro autobús o del tren en este viaje?  
Si contestó Sí, ¿de qué ruta de autobús o línea del tren?

5. ¿Va a hacer transbordo a otro autobús o al tren en este viaje?  
Si contestó Sí, ¿a qué ruta de autobús o línea del tren?

6. ¿Qué tipos de viajes hace usted en esta línea?  
☐ Trabajo
 ☐ Escolar
 ☐ Médico
 ☐ Compras, mandados

7. ¿Con cuánta frecuencia viaja en los autobuses de esta línea?  
☐ 6-7 días por semana
 ☐ 3-5 días por semana
 ☐ Menos de tres días por semana

8. ¿Por cuánto tiempo viajará en este autobús?  
☐ Menos de 5 min.
 ☐ 5-10 min.
 ☐ 11-20 min.
 ☐ 20+ min.

9. ¿Cuánto tiempo dura este viaje de autobús?  
☐ Menos de 15 min.
 ☐ 15-30 min.
 ☐ Más de 30 min.

10. ¿Había un asiento disponible cuando se subió al autobús?  
☐ Sí
 ☐ No

11. ¿Está preocupado por su seguridad durante sus viajes en estas rutas?  
☐ No estoy preocupado por lo general
 ☐ A menudo estoy preocupado
 ☐ A veces me preocupo; depende de la hora y el lugar

12. Califique la calidad de la parada de autobús donde subió a este autobús. (1 = baja calidad, 5 = alta calidad)

1	2	3	4	5	Información del servicio en la parada
1	2	3	4	5	Calidad de pavimento y aceras
1	2	3	4	5	Calidad de los refugios

13. Califique la calidad del autobús en que viaja actualmente. (1 = baja calidad, 5 = alta calidad)

1	2	3	4	5	Limpieza
1	2	3	4	5	Comodidad
1	2	3	4	5	Condición

14. Califique el conductor de este autobús. (1 = mal desempeño, 5 = desempeño excelente)

1	2	3	4	5	Conduce con seguridad
1	2	3	4	5	Conocimiento de las rutas
1	2	3	4	5	Cortés y profesional

15. Califique a las cuestiones abajo de acuerdo a la urgencia de que se necesitan mejoras.

"0" = Nunca hay problemas; "1" = A veces hay problemas;  
 "2" = A menudo es un problema;  
 "3" = Casi siempre hay un problema

	nunca	0	1	2	3	siempre
Gentío; demasiados pasajeros en el autobús ----->		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Los autobuses llegan amontonados, así se espera mucho tiempo para la próxima llegada ----->		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
El autobús viaja muy lento; gasta demasiado tiempo en llegar al destino ----->		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fiabilidad; autobuses llegan muy temprano o muy tarde ----->		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Frecuencia; los autobuses no vienen frecuentemente ----->		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Seguridad ----->		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Horas de servicio ----->		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Condición de las paradas ----->		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

16. ¿Cómo evalúa usted el servicio de Metrobus en esta línea?

malo
 ☐ 1
 ☐ 2
 ☐ 3
 ☐ 4
 ☐ 5
 ☐ 6
 ☐ 7
 ☐ 8
 ☐ 9
 ☐ 10
 excelente

17. ¿Cuál de éstos se utiliza para obtener información sobre las llegadas de los autobuses?

☐ Aplicación para Smartphone
 ☐ Mapas Google/Bing
 ☐ Nextbus.com
 ☐ Folleto de horarios
 ☐ 202-637-7000
 ☐ WMATA.com

**Para más información: metrobus-studies**



## Appendix A – Rider Survey, Spanish Continued/Business Reply Panel

Para responder a esta encuesta por Internet, por favor visite: [tinyurl.com/zlinesurveyespanol](http://tinyurl.com/zlinesurveyespanol) o escanear el código QR a la derecha.



18. ¿Qué tipos de cambios o modificaciones se necesitan en estas rutas de autobús?

Metro va a realizar reuniones públicas durante la segunda mitad del 2014 para que los pasajeros de autobús puedan ayudar a identificar otros problemas, desarrollar soluciones y mejorar el servicio de las rutas. Si desea que le notifique sobre estas reuniones, escriba sus datos a continuación:

Nombre:

Correo electrónico:

Dirección:

Ciudad:

ZIP:

¿Quiere participar en un grupo de discusión que se reunirá durante el verano del 2014 para abordar los problemas y soluciones potenciales de las rutas Z2, Z6, Z8, Z9, Z11, Z13, y Z29?

☐ Sí, por favor comuníquese conmigo sobre el grupo.

**Preguntas demográficas (opcionales):**

19. ¿Cuál es el ingreso anual de su hogar? ☐ Menos de \$30,000 ☐ \$30,000 o más

20. Indique su edad:

☐ Menor de 20 ☐ 20 a 39 ☐ 40 a 64 ☐ 65 o mayor

21. ¿Qué idioma se habla en su casa?

☐ Inglés ☐ Español ☐ \_\_\_\_\_

22. ¿Es usted de origen latino o hispano? ☐ Sí ☐ No

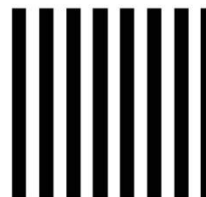
23. ¿Cuál es su raza?

☐ Negro / Afroamericano ☐ Asiático / Islas del Pacífico ☐ Otro o Mixta  
☐ Indígena de los EE.UU. ☐ Blanco / caucásico

[metrobus-studies.com](http://metrobus-studies.com) o [info@metrobus-studies.com](mailto:info@metrobus-studies.com)

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## Appendix B – Screen Shot of On-Line Rider Survey

The screen shot below is a sample of the format used for the 29 Lines on-line survey on Survey Monkey. The program allowed for both multiple choice and short-answer questions.

The screenshot shows a web browser window with the title "[SURVEY PREVIEW MODE] Z Lines Study Survey - Mozilla Firefox". The address bar shows the URL "https://www.surveymonkey.com/s.aspx?PREVIEW\_MODE=DO\_NOT\_USE\_THIS\_LINK\_FOR\_COLLECTION&sm=iAgnrFQtAgnigw4XoiWvozKV3xc9EBtQe2Nz3sup6M%3d". The survey title "Z Lines Study Survey" is displayed in a blue header bar with an "Exit this survey" button. The main content area is titled "1. Metrobus Rider Survey" and contains the following text: "Metro and its local transportation agency partners are conducting a comprehensive study of the Z Lines. The purpose of the study is to identify problems, develop solutions, and improve bus service on Routes Z2, Z6, Z8, Z9, Z11, Z13 and Z29. Please take a moment to complete the following survey." The survey consists of four questions: 1. "Please check the route you usually ride." with radio button options for Z2, Z6, Z8, Z9, Z11, Z13, Z29, "Whichever comes first", and "No answer / not sure". 2. "At which station or bus stop did you board this bus?" with a text input field. 3. "Which station or bus stop is your final destination on this trip?" with a text input field. 4. "On this trip, did you transfer FROM another Metrobus or Metrorail line?" with radio button options for "No" and "No answer / Not sure". Below this question, there is a text input field for "Yes, I transferred from the following bus route or Metrorail Line:".

**Z Lines Study Survey** [Exit this survey](#)

**1. Metrobus Rider Survey**

Metro and its local transportation agency partners are conducting a comprehensive study of the Z Lines. The purpose of the study is to identify problems, develop solutions, and improve bus service on Routes Z2, Z6, Z8, Z9, Z11, Z13 and Z29. Please take a moment to complete the following survey.

**1. Please check the route you usually ride.**

☐ Z2  
☐ Z6  
☐ Z8  
☐ Z9  
☐ Z11  
☐ Z13  
☐ Z29  
☐ Whichever comes first  
☐ No answer / not sure

**2. At which station or bus stop did you board this bus?**

**3. Which station or bus stop is your final destination on this trip?**

**4. On this trip, did you transfer FROM another Metrobus or Metrorail line?**

☐ No  
☐ No answer / Not sure

Yes, I transferred from the following bus route or Metrorail Line:

## Appendix C – Promotional Poster for Rider Survey (11” x 17”)

### rider survey

#### **Metrobus Routes Z2, Z6, Z8, Z9, Z11, Z13, Z29**

Metro, the Maryland Department of Transportation, Montgomery County, and Prince George's County are evaluating ways of improving service on Metrobus Routes Z2, Z6, Z8, Z9, Z11, Z13, and Z29. Your input is important in this study of transit options on the Z Line! Please go on-line and take a short rider survey:

**<http://tinyurl.com/zlinesurvey>**

Or scan the QR code below. For more information about this or other Metrobus projects, please visit the project website at [www.metrobus-studies.com](http://www.metrobus-studies.com)



### encuesta de pasajeros

#### **Rutas Z2, Z6, Z8, Z9, Z11, Z13, Z29 de Metrobus**

Metro, el Departamento de Transporte del Maryland, el Condado de Montgomery, y el Condado de Prince George's evalúan maneras de mejorar el servicio en las rutas Z2, Z6, Z8, Z9, Z11, Z13, y Z29. ¡Sus comentarios son muy importantes en el proceso de este proyecto! Para completar esta encuesta por el Internet, visite:

**<http://tinyurl.com/zlinesurveyEspanol>**

O escanear el código de QR por debajo. Para más información sobre la evaluación, por favor visite [www.metrobus-studies.com](http://www.metrobus-studies.com)





## Appendix D – Transcription of Additional Comments – By General Subject Category

### Service Frequency and Bus Crowding

1. The main improvement needed is increased frequency. This bus is always overcrowded.
2. More frequency in evening for Z29 and bus should come on time.
3. Some areas have too many stops. Higher frequencies are the big issue. It's crowded often enough so that more buses would make sense. Returning to Silver Spring in the evening, delays are common and once recently a bus just didn't show up.
4. The Z6 and Z8 buses are usually crowded in the morning. People are standing all the way to where the driver is sometimes. That is unsafe. Also, emphasis needs to be put on the fact that seniors and disabled people have priority seating up front. Some passengers couldn't care less about giving up their seat to those individuals and that is sad.
5. On weekend, need larger buses on Z8 lines, bus is often filled up at start of line.
6. Long buses a part of evening schedule.
7. Frequency; buses do not run often enough especially in PM from 330 to 630.
8. The bus schedule.
9. Z11 route needs bigger buses or more buses. Always crowded while other Z routes are not.
10. Z11 - Run earlier and longer
11. Z6- Run during weekend because of shopping center and MVA (Saturday) or portion of route - Castle Blvd to Industrial Pkwy"
12. I would love if the Z6 would run on weekends and holidays.
13. Improvements could be having the stretched buses on the Z6, Z8 routes. It's always crowded.
14. Too crowded
15. There should be at least as many Z2's running as they are Z6, Z8, Z11's etc.
16. I'm often waiting for 45mins to an hour watching all these other Z lines pass me and never see a Z2.
17. More buses.
18. Longer buses.
19. Frequent bus times on weekends.
20. Better spacing of buses, especially between 715-815 am weekday southbound. I do not think this route needs bus rapid transit. Current level of service is good.
21. The Z9 and Z29 should be more frequent and some of the drivers are very rude.
22. Should run more often during rush hour. Would be nice if it bypassed Lockwood Dr. and just took the ramp onto Rt. 29 from New Hampshire Ave.
23. Z9 buses are too few. There are long gaps in between in the afternoon. I have to wait a long time. Z9 does not arrive at the Silver Spring station in line. Almost always it is too late.
24. Better times tables - less wait time, 15 min - drivers who know route - If bus 15 minute late, supervisor should get another bus more courteous drivers stop increasing fare - previous surveys gave no results.
25. More schedule times - less wait time between buses drivers have a difficult time with schedule due to traffic - times at bus stop are hardly on time rain, snow, or shine - previous surveys no results
26. It would be nice if more buses ran throughout the day.
27. Rapid transit is much needed. The area has grown enormously in new home development and residents. This needs to be accommodated for. This survey is a step forward.
28. The bus from Greencastle Park and Ride to Silver Spring should follow the Z11 schedule.

29. There really needs to be more frequent service or routes on weekends. Buses are always packed.
30. More frequent trips.
31. Larger buses on the week days Z8/Z9 and Z6 should run on weekends.
32. These buses should run more frequently, like every 15 minutes, with longer wait times from 10 pm until after 4 am on weekdays to accommodate riders who have to catch the early trains. It might even be a good idea to run these buses every 10 minutes during peak rush hours. Buses arriving every 20 minutes on weekends should get people where they need to go then. Also, these buses should drive the same route, especially at night when riders have to wait longer for buses.
33. Golly, I think it is absolutely wild that the first afternoon bus headed up Old Columbia pike leaves at 4:31. The Z9 (limited stop) could run earlier and more frequently.
34. Improve crowding condition during summer months. Buses often bypass my stop!!
35. Provide more capacity on routes that are consistently crowded, like Z2 and Z8.
36. Use the longer buses during the AM rush hour. Have some buses start mid-route to avoid crowding.
37. Z6 and Z8 usually come at the same time, will be nice if both can be separated 15 minutes at least
38. Bus needs to run more both ways
39. Fill in the gaps in service of 90 minutes to Burtonsville between the 241pm Z6 and the 411 Z29 outbound in the afternoon.
40. Buses don't run often. More buses. Never on time.
41. More time slots especially in the evenings. Needs weekend service. Z8 is not enough.
42. Silver Spring and New Hampshire Ave at 10 minute intervals throughout the day.
43. The Z8 needs to be more frequent. Bus gets entirely too full quick or longer buses for Z8 route. Too many people get on Z8. A light at stop would be awesome. More consistency with Z8 buses. That way the bus will not be crowded and people won't get left at stop.
44. More buses during rush hour so they're less crowded.
45. More of the long buses! Especially in the 730-800 AM time - there is rarely enough seats and people have to stand a lot.
46. Bigger bus or more AM buses to help with overcrowding.
47. Increase frequency of Z2,Z6,Z8 bus stops.
48. Reduce overcrowding.
49. Larger buses, double buses.
50. Longer buses during the day and weekends.
51. Evening/night Z buses are often crowded/SRO. It's a luxury when WMATA runs an articulated coach. Please do so regularly.
52. Longer length buses/busses don't have enough room for amount of persons riding
53. All "Z" buses need more routes in the morning. It's always crowded and buses pass you by multiple times.
54. The Z9 - Z29 line to Burtonsville needs to run more often and on weekends.
55. "Less crowded - people can't get off without shoving or yelling.
56. Need longer buses for Z8, Z6 route. It's too packed on the bus
57. A lot of buses and the bus have to come every 15 minute.
58. The frequency of the buses could be a lot better. During the rush period 4 buses will come in a 15 minute period then there won't be another one for 30 minutes. This leads to some buses

- being completely overcrowded and others not full enough. If they were space more evenly this would not be an issue.
59. Not enough buses.
60. Frequency and weekends from Z6 route.
61. Times between buses are too long.
62. While the Z lines run consistently well, I feel some things could be tweaked, i.e. the Z8 and Z6 shouldn't come within 5 minutes of each other during mornings.
63. Waiting 20-30 minutes for a bus during the morning commute is inexcusable. At the absolute most, a Z11 should come by this stop every 15 minutes, preferably fewer.
64. Metro should put more double buses on the Z11 line morning and afternoon rush hours.
65. More double buses (AKA the longer buses).
66. More frequently. Most of the time the bus is so crowded.
67. 'm talking about the local Z lines: 2, 6, and 8. You need more local buses. We see 3-4 times as many express line buses as local buses. Sometimes, two express buses with the same number come one after the other. These plentiful express buses pass us by, and always have empty seats. In contrast, there are certain gaps in local buses when we may wait for 20 minutes or more. Then, when a local bus finally does come, it may be too full to stop. This is an obvious indication that you need more buses. One such gap occurs southbound after 7:40 a.m. (occasionally after 7:30 when a bus may be missing). Occasionally, buses seem to be missing. After such gaps, the bus that picks us up around 7:50 a.m. is so seriously overcrowded, that customers are forced to stand in front of the yellow line in the entrance area.
68. Larger buses in the evenings to curb the crowd that packs the bus. Reliable service in the morning - first Z11 should be on time.
69. Buses too crowded.
70. Z29 runs every 40 minutes - Is it possible this bus could run every 20 minutes?
71. Z11: Run more frequently.
72. Work to space buses, arrive and leave out evenly. Great drivers!
73. Frequency and overcrowding needs to be improved.
74. Please consider adding another Z8 bus between 6am-7am to Silver Spring Station. The bus can get extremely crowded weekday mornings. Sometimes I see seniors walk all the way to the back to find a seat and still stand. Please add another bus in the morning time!
75. More buses during rush hour.
76. Study where ridership is highest at peak times and schedule and or space out more buses to accommodate this.
77. Higher frequency express service.
78. The gap between the buses should be considered and would be great if it you can coordinate the timing with Z2 and Z6
79. Need more of the extended buses during rush hour for the z11. Never enough seats during mid-rush hour mainly.
80. How about a route that goes from Burtonsville to the Rockville or shady grove metro across the county rather than having to go down to Silver Spring and then coming back up again.
81. More frequent buses which could potentially prevent so much over-crowding. Also, my bus is supposed to arrive at 1:22pm Mon-Fri. He arrives there around 1:18 and I greatly appreciate that. However, there is a woman that sometimes does that route. She is always late and usually arrives well after 1:35pm every time. She does that route and she is also rather careless to her tardiness and sometimes rude. She also holds conversations with individuals

- on the route, further deterring time. That is an inconvenience to me and the other passengers. Because she is late that makes me late for work, and I'm sure it makes the other passengers late for their appointments or where ever it is that they have to go.
82. Frequent buses in the morning rush hour. Bigger bus for rush hours.
83. Frequency, student ID acceptance.
84. The Z6 should expand service in the morning and evening during rush hour from Silver Spring to Burtonsville Park and Ride and back for those who do not live on Columbia Pike or Colesville Road and want to connect to the commuter bus.
85. More buses during peak/rush hours or use the larger buses for those times. A bus during these hours should NOT be overcrowded.
86. More buses.
87. Z4 route down Burtonsville P&R, Greencastle P&R, Briggs Chaney P&R, Greenbelt Metro
88. Reduce over crowded buses.
89. Frequency.
90. Accordion bus to handle the crowd.
91. Z8 is also extremely overcrowded.
92. Z8 - Needs to be an accordion bus.
93. Run the Z2 more often. Morning riders on Z buses (in general) are always crowded.
94. Also its 2:25 pm, the Z6 at Four Corners is already crowded.
95. Buses must be frequent.
96. More buses in the AM.
97. 213 should begin/come to Briggs Chaney Park and Ride going south to Silver Spring Station.
98. Every 15 minutes instead of every 30; more buses during day and evening.
99. We need 28 to run more often. There are several Z11 but not many 28.
100. Z29 Add 300, 330 northbound times.
101. Z11 Add 300 northbound time.
102. More buses on this route and it need to run more often.
103. Maybe more double buses - this is such a rush hour route which can be quite crowded at times, and poses safety concerns to standing riders when at bus stops.
104. More of Z13 going on Robey Rd.
105. More seats (especially coming downtown).
106. Bus arrivals.
107. More double buses.
108. Bus buses on line Z6.
109. I would have Z9 arrive 7 min before Z8. Sometimes Z8 or Z6 comes and I take them to be safe even though I much prefer express.
110. Increase buses service on this route.
111. We could use more double buses during rush hour between 7:30 and 8:30.
112. More extra-long buses for Z9 and Z29.
113. More buses during AM rush hour.

**Expanded Hours and Days of Service, New Routings**

114. Buses need to run later especially when coming from Laurel Park and Ride to Silver Spring Station. There should be weekend service.
115. Saturday and Sunday schedules for the Z6
116. Weekend service and late night service. Especially weekend service.
117. There are a lots people who want to ride in Z6 over the weekend. But Z6 doesn't run on weekends and on weekdays after 10pm. I highly recommend that this bus should run on weekends and weekdays at least till midnight to avoid the riders from suffering.
118. Later service after 10 pm and weekend service
119. There should be more Z29 buses after the 7:05/:08 buses. Maybe arriving at 7:20/:25
120. Z9 is the only express bus running by Tech Rd and from 608 to 650 there is no express bus, no Z11, Z13, or Z29. Could stop by Tech Rd Park and ride to get passengers around 630 am.
121. A weekend service on the Z6 would be appreciated at least.
122. Earlier start time for the bus routes.
123. Bus should run more often throughout the day instead of being a rush hour bus plus when I have to go to work the bus is crowded where I have to stand all the way to Silver Spring station.
124. The Z6 bus ought to operate on weekends (Saturday and Sunday), and the C8 bus ought to operate on Sundays.
125. Need more buses mid-day.
126. Z2 should operate all day.
127. Run the Z2 midday and weekends. I depend upon it.
128. Can we have more buses at peak hours? The buses are very crowded between 12:30 pm and 2:30 pm.
129. Z8 needs to run on Robey Rd on weekends also run until 1 because I am tired of walking through the park; it's dark and I am scared.
130. The bus needs to run at least until 12 AM. People do work during the late evening.
131. Lake service hours and service on a Saturday.
132. Need Saturday service to Burtonsville Park and Ride
133. I don't understand why the Z6 doesn't run on the weekends. This would be very helpful.
134. To work the Saturday.
135. Service beyond rush hour for Z11-Z13.
136. To run on weekends.
137. This bus travels to Burtonsville where there is a library but no weekend route. As well as to Cherry Hill Rd shopping ctr but no weekend route.
138. Expand service hours.
139. One Z9 run earlier than first bus could help with crowding on Z8 (first two in morning).
140. I live a half mile walk from the Prelude/Colesville stop for Z9, Z11, Z13, and Z29 but 8+ years ago they stopped running after rush hours so I have to drive to a bus stop and park on the street since I often work late. More buses on Z9, 11, 13, 29 routes and the Z8 often passes without stopping at 9:30.
141. The Z line should provide additional service to areas not usually served during off peak hours (Greencastle Park and Ride on weekends, weekend Z6 service). The Fairland area should also have service retained between Galway Drive and Musgrove Road, as it's a safety issue attempting to cross Columbia Pike.

142. Expand the hours in the evening for the Z11 bus. 7:30 is too early for the last express bus to leave Silver Spring station. The Z8 and/or Z6 adds another 45 minutes to my trip in the evenings.
143. Weekend service to Greencastle Park and Ride.
144. Later hours and weekends for Greencastle Park and Ride. Also create a stop down the road. Your driver never goes to the last stop. Out of the year and a half that I've been taking Z11, the driver never goes to the last stop. It has caused a lot of arguments and disappointment.
145. More buses during the weekend.
146. Use the longer buses during evening rush you from Silver Spring; more frequent buses from Silver Spring after 8:00 pm.
147. Consideration for day time stops - the last stop in the mornings is at 7:56 am.
148. Bus should start running earlier and run later. I understand that the bus is for getting to and from work. But with transferring buses to get to my work and occasionally working 10 hour days it can be hard to get to/from.
149. Consider Saturday service to Burtonsville and/or a link to Howard Train service.
150. Need the buses to go to Greencastle park on ride on Saturdays, Sundays, and holidays Please.
151. We need consistent bus service on weekends and night (late night) like the weekdays.
152. On a rainy day you are at a looney place with no bus shelter. We need a late night bus on weekends. Not 100% some drivers courteous.
153. Z6 Saturday Service.
154. Z6 needs to run on Saturdays and the Z8 needs to be an accordion bus due to the crowding.
155. Weekend service to Burtonsville, either via Z6 or extended Z8; all-day limited stop service, more articulated buses to handle crush crowds at all times (or more service to handle the crowds)
156. If the Z29 ran later and on weekends I could have more access to Silver Spring and my job. I work every other weekend and it's difficult and expensive to get to and from work on those days.
157. Service later into the evening!
158. Need more buses on weekend. One driver called Mr. Lee (drove 87 in the morning) he is a good driver! We missed him!
159. Need to extend Z2 on weekends.
160. Extend weekend service for Z2.
161. Weekend routes.
162. Bring back weekends for the Z2 please.
163. There needs to be weekend service on the Z6 and Z9 Burtonsville Route.
164. Need later Z11 buses both morning and evening. Need double bus for Z8: too crowded.
165. The Z11 needs to be express to Greencastle not to Briggs Chaney Park and Ride.
166. I would like if the buses could work on weekend like Sunday morning at the time of 5:00 AM. It is very hard for me to get to work.
167. I know you base your schedule of Z2 traveling around the Olney area due to the number of people on this bus. I think you can consider running if from 6 to 10 AM.
168. We're in a need for Z2 bus service on Sunday's.
169. Weekend service.
170. Z11 should run later than 7:30 pm. Especially during daylight savings time.
171. We need more Z8 buses on weekends or 2 buses Z6. The bus is rowdy on weekends and sometimes late.

172. There should be Z bus runs on weekends.
173. The transportation in Burtonsville south Laurel is terrible!!!! The buses never run on the weekends, which puts many residents in this area like me at a disadvantage. You cannot go out nor do errands on weekends you have to take a taxi to Briggs Chaney then go from there. Also, the buses need to run in the mornings a little longer instead of having to walk to take the Z9 or Z6. Also, the Z6 should come around the Blackburn area instead stopping residents at the shopping center in Burtonsville and having them to walk all the way down to their houses in Blackburn!!!!
174. Z6 - Needs to run on Saturdays.
175. Z2 - Needs to run on Sundays.
176. There should be buses on Saturday, Sunday, and holidays.
177. Additional buses Z2 - Z8 during 2 - 4 pm weekdays. Too many high school student riders.
178. Please extend Z2 on weekends.
179. Need to have buses running to Cherry Hill Road on the weekends. Buses come too early during the week. Too crowded.
180. Run the Z2 during the workdays and more often on the weekends.
181. Run on the weekends.
182. Weekend operation and having the drivers not leave the stop earlier than it is on the schedule.
183. Since there are many churches on the Z2 line, I think Saturday and Sunday service should be provided, even if it is only hourly.
184. Later night times on week days and more space or bigger buses during rush hours.
185. Increase frequency of buses on weekends and evenings.
186. Need more Z6 and on weekends.
187. The Z8 needs to run on Robey Rd on weekends. Everyone can't walk to Castle Blvd
188. More morning buses from Silver Spring to Laurel, MD and later buss from Laurel to Silver Spring.
189. I think Metro should operate on weekends to Greenbelt with 87 line and Z line to Silver Spring Sat/Sun. Also, bus need to run up to 10 pm or 11 pm weekdays in Laurel area.
190. I would like the Z6 bus to run on a weekend because I wouldn't have to walk to certain stores.
191. The bus schedule in the AM should extend the last departure time to 9:30 am. Upon return on Z11, the last bus should leave at 8pm.
192. More buses especially at night and during the weekend.
193. The Z29 bus route should run later hours. In the Laurel area, the buses should run late hours. We really need it.
194. Adding weekend trips.
195. More buses in night.
196. There should be a metro bus linking Burtonsville to either Glenmont or Greenbelt, as Silver Spring is way too far.
197. Should include weekend line from Greencastle Park and Ride to metro station.
198. Z6 needs to run on the weekends!
199. Need to go to Greencastle Park and Ride on Sunday and Saturday, holidays too.
200. Late night/ weekend bus service will really improve Z29 route. More frequent bus arrivals.
201. I would like for the Z11-Z13 to service only Briggs Chaney Park and Ride.
202. Buses are needed more often to come up to Greencastle Park and Ride past 9PM.
203. Extension of services, i.e. more service early.
204. A little later pm shift during day time. Longer often 9 am.
205. Really needs more hours on all buses.



## Vehicle Quality/Passenger Behavior

- 206. Some of the buses are old and leak when it rains. Increase enforcement of seating and music regulations by bus operators. Increase the number of double-capacity buses during rush hour.
- 207. Those older buses need to be gotten rid of. Most of people use public transportation so bigger buses are needed and more needs to be Wed. The old buses with leather seats got to go.
- 208. Keep buses clean.
- 209. Handicapped seats available
- 210. Cleanliness
- 211. Not all buses are clean and/or in good condition.
- 212. The buses at the end of the night need to have the floors washed they usually smell like someone has urinated on the floors and also spilled food or beverages. Remove the trash on the floors and seats.
- 213. Cleanliness of buses.
- 214. Can windows be opened when weather is nice outside instead of turning on AC?
- 215. Cleaner buses.
- 216. Seat belts - seats allocated for seniors to be reserved items. Young people always use these seats and leave older folks standing most of the time. Z6 to run every hour on weekends.
- 217. Passengers leave too much trash.
- 218. Enforce payment - too many riders blow it off.
- 219. Reduce food consumption on bus.
- 220. Clean/wash floors of the bus every evening because they smell like urine in the morning, afternoon, and evening.
- 221. Better ac in the summer. Sometimes I come home soaked in sweat.
- 222. Buses are filthy and or smelly.
- 223. People and usage of cell phones.
- 224. I filled out a survey but I want to express concern on Z6 and Z8. Young people who cuss and talk very loud - who won't get out of handicapped seats until bus driver tells them to give up seat, who stand at front of bus and won't move to the back to let more people on bus, who argue with driver about bus pass fare. Making trips unpleasant for riders.
- 225. Bus seats are too narrow and uncomfortable and I am not an overweight person.

## Driver Quality

- 226. Bus drivers need to be retrained again. Fire all the personal in charge of this line.
- 227. Hiring operators who value and care about their jobs and getting riders to their destination on time or close to it as possible.
- 228. If you are going to have the Z11 stop upon request at Greencastle Rd and Robey Rd then the bus driver better do so or else take it off your bus schedule. If you're bus drivers are too tired and lazy to finish this route everyday then you obviously not informing nor training them to do their job. So remove it from your false website because this is a false stop.
- 229. Stop ignoring the people by Four Corners on 29 North. It always happens. They ignore either because they're behind schedule to make up time or just being rude.
- 230. Bus drivers that act like they actually like their job. Surly, mean, sullen, rude.
- 231. Manner, customer service orientation of drivers.

- 232. Please create an instruction session for drivers on controlling the climate on the bus - from spring to summer the bus is so cold you must wear a coat which is ridiculous and waste of energy.
- 233. More reliable buses & drivers. Drivers who don't park the bus on the side of the street & sleep then leave out 10 minutes late.
- 234. The bus service quality depends heavily on the driver. Please get rid of the "no show" drivers.
- 235. Retrain express drivers on the route; indicate travel and route with the traffic
- 236. Driver courtesy.
- 237. Drivers talking too much to people.
- 238. Drivers should not continuously carry on conversations while driver. It is not safe.
- 239. If a passenger says good morning or afternoon, is it too hard for the driver to respond in kind or at least say good morning.
- 240. Drivers needs to be aware that there responsibility is to get passengers to their destination safely and on time. If everyone is to get late to work and they are reprimanded or fired from their job - what would they do when there is no one taking metro. What is metro decides to pay the driver late every pay period. They would report it to the Press, their Union, and Twitter, etc. The same mindset of getting pay on time should be the same mindset to show up for their route schedule to get their passengers on time to their destination.
- 241. Drivers need to be aware of loud music playing and have individuals turn down music.
- 242. Drivers need to be aware of profanity and ask passengers to cease or get off bus.
- 243. There is one driver in the evening rush that riders call Mr. Personality - he could use customer service training.
- 244. Arrival time should not depend on bus driver. Some of them are always late.
- 245. Identify driver that need more training to improve skills.
- 246. Provide customer service to operators in order to provide courteous service to the rider.
- 247. Driver never change bus destination at stop like Silver Spring. Leaves passengers guessing or asking driver where they'll be getting off.
- 248. Need better AM drivers that know how to manipulate through the traffic and not act like they are on a Sunday cruise or "driving Ms. Daisy".
- 249. Bus 5444, I think the driver's name is Mr. Cunningham. Y8 on 412 @ 12 PM to MGH. He's a good guy.

### **Service Reliability and General Service Quality**

- 250. The Z11 334 bus has not been on time for the last couple weeks. Before this it was consistently 15-20 minutes late.
- 251. Worst service ever. Most unprofessional service I ever had!
- 252. Reduce the gaps between buses during rush hour periods.
- 253. More buses come on time especially or weekend the train line inside the train always dirty, the flooring need to change, and the bus seats need cleaning.
- 254. Z2 bus sometimes doesn't show up at 6:14 am (M-F) especially during inclement weather in Ashton, MD
- 255. Z2 bus sometimes does not show up at 6:47 until the next 7:14 pm. Z2 bus is not reliable.
- 256. Better coordination with the C8 and Ride on bus schedule. They seem to be on the same schedule. Having them 15 minutes apart would improve travel time and provide more options.
- 257. Many buses do not show up too many people try to cheat on fare

- 258. Next bus and smart phone apps don't work at the beginning of the line so you never know when the bus is going to come. It seems that buses sit with "not in service" and so they don't show up in the app or website.
- 259. I had to walk home in 30 degree weather.
- 260. Express Z buses should stop at Four Corners in the morning.
- 261. There was one time I was waiting for the last Z2 at Silver Spring Station (I believe it departs at 7:14pm) and it never came.
- 262. Too slow/late
- 263. Food and drink often on bus
- 264. Passenger playing music should use headphones.
- 265. Buses should use the bus lane provided for them and not mingle with the traffic, making us late for our connections.
- 266. On countless occasions the buses are have not come on time and then several came at once.
- 267. Bus drivers not leaving earlier than the schedule and arriving a good 15 minute late.
- 268. More space.
- 269. Politeness
- 270. Make sure buses adhere to timetables, and do not run late or become no shows
- 271. Buses should arrive and leave as scheduled.
- 272. Beltway traffic impacting 29 can hold this bus up making the trip sometimes 45 minutes to an hour, but not much to do about that. More double buses would be useful (overcrowding can be an issue especially when traffic ruins the regular staggering of buses- I have seen one packed to max capacity followed immediately by an empty one occasionally!) And a more reliable schedule. I don't think the buses come at the same time every day. Rarely, I have waited a long time for this bus and realized when it finally showed up that a scheduled bus did not arrive and I was boarding the bus after that missing one. Like I said, this happens rarely, but it has occurred on unusually cold days and during inclement weather, making it extra inconvenient. Overall, the Z11 is a great bus that I rely on to get to and from work each day!
- 273. Stick to schedule. More larger buses.
- 274. The 38 or 36 has a lot of rough people that ride that line and they are very loud and they do not care.
- 275. 438 bus arrives late at Verizon Center.
- 276. Z8 drivers at 338 pm don't all come to Verizon building. Drivers change a lot and may not all know that drivers are 10 minutes or more late.
- 277. Z8, 438p arrives close to 5p for a year or more now at Verizon.
- 278. Z8 leaving Verizon Center Complex going to Silver Spring needs monitoring, especially 438 pm-Sometimes (a lot of times) it arrives closer to 5PM.
- 279. Too loud cell phone talking.
- 280. So far everything is great. Sometimes some passengers play music loudly. I am sure this will be fixed too.
- 281. Using cell phone - put a sign up for individuals to stop speaking too loudly.
- 282. I've often seen drivers skip stops late at night, leaving me stranded.
- 283. Route Supervisors should not be part of the same Union or unionized at all - it is like a wife supervising her husband or vice versa
- 284. The thing that could use most improvement is the bunching up of buses going into Silver Spring.

285. It does not make sense that 3 buses show up and the lead driver makes every stop to pick up passengers while the other 2 drivers are behind, regardless of the lead driver been on time. It slows down traffic especially on a one lane street.
286. Metro should work with Montgomery County to implement their Bus Rapid Transit plan for the Route 29 corridor.
287. The Z buses in the morning come in bunches. Instead of being spread out, they come in two at a time, and the next bus won't come for about 20 minutes. The buses are also very crowded, especially in the morning at 7:00-8:00 a.m. Sometimes I can get a seat, but normally I am standing. For example, this morning I was standing in the very front of the bus and was not able to reach the cord that signals a stop. Thankfully, someone else was able to do it. But little things like that matter.
288. I can take the Z8 or the Z9, so I'd like to see Z8 and Z9 departure times from Silver Spring station staggered, so if you miss one, there's a 15-20 minute wait for another, rather than 40 or 50 minutes.
289. Stop bunching the schedules - in both directions, but the evening is worse, there are 3 or 4 buses that leave along the trunk line within 5 minutes, then a 15-20 minute space (I typically leave work at about 6:30pm).
290. "Real-time tracking" seems to track what time a bus is supposed to arrive at a stop as opposed to what time it will actually arrive at a stop, which is almost always 10-15 minutes later. Having an arrivals board like the trains do would be nice (I know it would be costly for every station, but perhaps at the terminals at the very least.) There are too few northbound buses during rush hour so buses are very often too crowded which makes the trip that much longer.
291. More consistent buses and arriving on time.
292. There should be penalties for drivers who are consistent late and should be digital time trackers on each bus line - especially Z8 and Z6.
293. Z8 is good but the Z9 is not reliable.
294. On weekends, the buses tend to be late or they sometimes get overcrowded, leaving the passengers behind.
295. They need some sort of HOV to avoid traffic.
296. This survey should be about the Red Line. Not enough time to enter and exit. They'll close door before either is done.
297. The Z11 inbound is not an issue with time. The Z11 outbound leaving Silver Spring at 335 pm is never on time. This is a major problem.
298. Clarify timetables. In the evening the Z9/29 buses often arrive very late to Silver Spring to pick up riders traveling northbound.
299. When bus is late there should be someone to inform passengers at the stop.
300. Please consider your Friday schedule. Drivers are usually late.
301. Z9 buses are most frequently late. It was late on Monday and today. Need frequent buses on this line.
302. Metro need to communicate with the Metro drivers better when the weather, as far as coming into Verizon Complex. Verizon lately has had the snow plowed but drivers won't come in.
303. Review the bus schedule and make adjustments with traffic and routes.
304. I am completely satisfied with this line especially Z11 and Z13.
305. There are times when this line is late or skips a schedule.
306. Bus app.
307. Have drivers get on time.

- 308. The traffic on Rte. 29 is so bad that an express lane will be good to have until pass I-495 west exit.
- 309. This bus is frequently late in the evening. There should be more Z8 service.
- 310. Stop being late, sometimes buses don't come at all not reliable.
- 311. Block aisle elimination.
- 312. End "Not in service" buses from parking nearby.
- 313. Increase schedule language.
- 314. I think the bus should ride on a snow day.
- 315. Please tell all the bus drivers that they can use the far right lane (usually reserved for right turns) to drive to Silver Spring. Most do not and we sit in traffic when we could actually be moving forward. This causes everyone to be late for work.
- 316. Fare with smartrip is too high.
- 317. Some drivers drive so slow. Buses should come on time. Need more late night services.

### **Bus Stops and Passenger Facilities**

- 318. There are too many bus stops that are too close together. There is no reason to have bus stops on both sides of Four Corners, especially since one of them is not even supposed to be in use before 9:30am.
- 319. More lights at bus stop in my area and county.
- 320. Please do something to correct the Silver Spring Transit Center. It is very dangerous to cross the busy traffic lanes with buses often times late. Pedestrians take chances crossing. But also must deal with problems on Red line. It's stressful!
- 321. Bus stops that have lighting. Buses have passed by because they could not see me.
- 322. Need more shelter at the bus stops.
- 323. Post time schedules.
- 324. All bus stops must have shelter, roof and benches. Drivers must be nicer and answer questions for other buses we need to take to reach our final destinations.
- 325. Move bus stop in back of old Giant to new traffic lights on national Drive on both sides of road (For access to new shopping)
- 326. Have a bus stop at the top of Lion's Den Rd. and Rt. 198. There used to be a bus line (Z3) that stopped there
- 327. Have the bus schedule available at more stops
- 328. Have express buses stop at University Blvd and Colesville; It is one of the busiest stops.
- 329. Make shelters to protect us from the street.
- 330. I have to cross Colesville where there is no crosswalk. I would like to see better access to stops in between major intersections - maybe crosswalks.
- 331. Need a shelter on Colesville Rd near Georgia Ave at stop.
- 332. Would love to have a shelter at Robey Rd. stop for Z11, Z8, Z13.
- 333. Better and more shelters at bus stops at Briggs Chaney. The big buses in the morning and evening hours.
- 334. I would not have to transfer just to go 4 stops if the Z11 stopped at the Four Corners stop. There are multiple people who do the same as I do.
- 335. I frequently see Express Buses come down 29 that are one half or one third full, while local buses are so crowded they must refuse additional passengers. Why not allow the express buses to stop at Four Corners (University Blvd and 29) as they do in the afternoon schedule northbound?



- 336. Put 2 new bus stops at traffic light on National Drive and Burtonsville. Also, Saturday service would be great.
- 337. Eliminate Castle Blvd stops.
- 338. Not enough bus stops.
- 339. Finish Transit Center!
- 340. Mud patch, no pavement or shelter, too close to busy road with express bus lane. Needs to run more frequently. Need bus access to Burtonsville on weekends and holidays. Some of us do work during these days. Totally lousy service!
- 341. Shelter in all stops.
- 342. Cross walks on Lockwood Drive.
- 343. Extra stop of the Z9, Z11, Z13 and Z29 of both intersections of university Blvd.
- 344. More sheltered bus stops, more bus stops, and more heat lamps to stay warm in winter.
- 345. Express services should not service Castle Blvd. It takes too much time to service that area with unnecessary frequent stop and school buses. Express lane on 29 would be awesome as well!
- 346. The express buses should stop at WSSC Dam both ways to allow connection to Z2, Z6, Z8 for those going nearby (before Spring Street in Silver Spring Down Town)
- 347. Better lighting at the bus stops - especially the one at Stewart Lane and April Lane. I was robbed and assaulted there!!
- 348. Trashcans at bus stops that don't have shelters. Folks throw their trash on the grass, which is usually someone's yard, like mine. Also, don't run the verbal destination announcements outside at late hours. It's pretty loud when you are trying to sleep.
- 349. Why does Z11 stop at Four Corners northbound but not southbound?
- 350. Put the schedule on at the bus shelter.
- 351. Don't litter at bus stops with cigarette butts and don't smoke at bus stops.
- 352. Bus shelter - stop young people and whoever from sitting on the back benches and leaving dirt on the seats with their feet up.
- 353. Open up the Silver Spring Transit Station soon!
- 354. More bus stops with a shelter and a place to sit. Some of us have disabilities!
- 355. More bike racks, Express paper at bus stop, LED bus arrival times at stops, extend Express Bus hours.
- 356. Let all Z buses stop at Four Corners. Yesterday 3 Z11s went by without stopping. Half hour went by before another bus stopped.
- 357. We need shelters at some bus stops. We also need long buses. Thank you!
- 358. Better to have maps and times at every stop.
- 359. Finish Transit Center.
- 360. For the winter - please heated shelters.