



16TH STREET NW TRANSIT PRIORITY

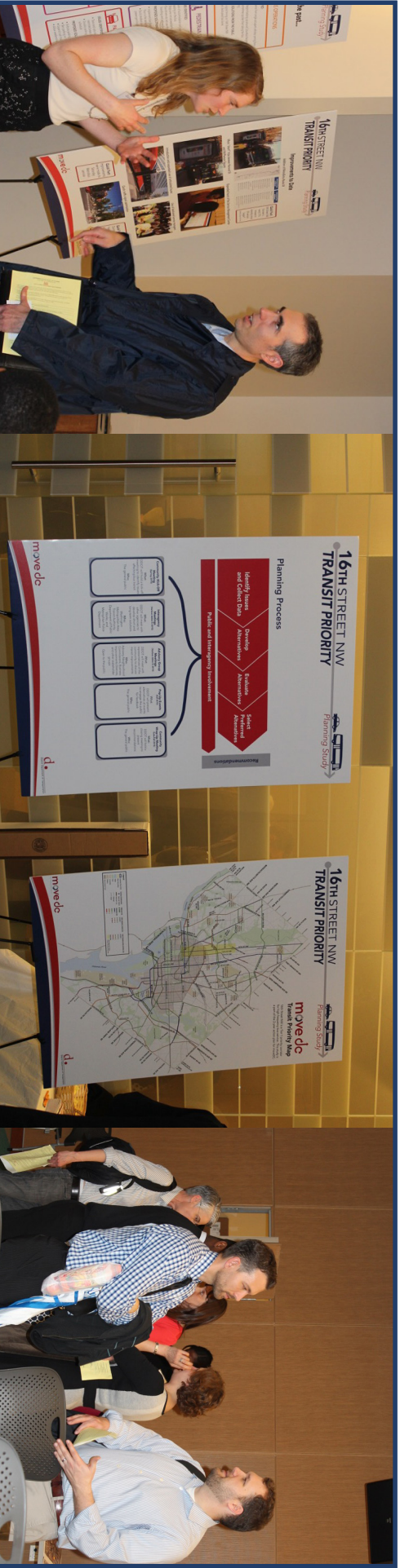


SUMMARY OF PUBLIC KICKOFF MEETING

April 2015



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On Tuesday, March 31, 2015, the District Department of Transportation (DDOT) held a public meeting to kick off the public participation component of the 16th Street Northwest Transit Priority Planning Study. moveDC, the District's Multimodal Long Range Transportation Plan, identified 16th Street NW, which runs through Wards 1, 2, and 4, as a priority corridor for transportation.

The public feedback from this meeting will:

- ◆ Shape **goals** and **objectives**,
- ◆ Inform **criteria to evaluate recommendations** for improvement, and
- ◆ Guide future **outreach efforts**.

Meeting Quick Stats

Date
March 31, 2015

Location
Mt. Pleasant Neighborhood Library

Time
6:00PM - 8:00PM

- ◆ 82 meeting attendees*
- ◆ 71 Title VI respondents
- ◆ 47 comments received

*Number based on sign-in sheet. It is estimated that there were at least 100 attendees in total.

Getting the Word Out OUTREACH EFFORTS

- ◆ Over **3,500** emails to listserv
- ◆ Nearly **2,700** rack cards distributed to Metrobus drivers
- ◆ Social Media blasts to **2,000** followers through Facebook and Twitter
- ◆ Over **1,400** rack cards handed out at bus stops
- ◆ Announcement posters placed in **9** populous locations
- ◆ **5** news articles, blog posts, and television news segments in local media
- ◆ Notified all **10** Advisory Neighborhood Commissions within the study area
- ◆ Displayed project website on real-time transit arrival signs at bus stops
- ◆ DDOT issued public meeting announcement to the press

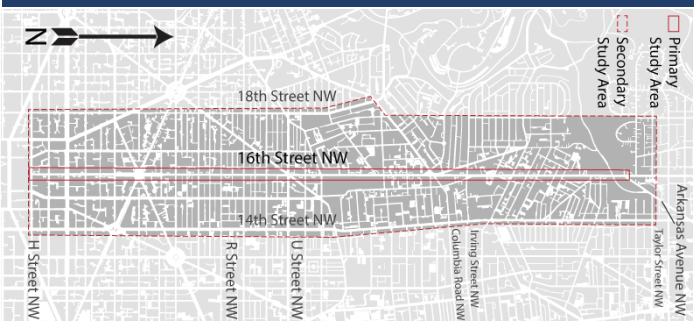


16TH STREET NW TRANSIT PRIORITY Planning Study

Introduction

moveDC, the District's multimodal transportation plan, identified 16th Street NW as a transit priority corridor. Over the year, DDOT and the Washington Metropolitan Area Transit Authority (WMATA) will conduct a technical analysis to identify sources of bus delay. In addition, DDOT will collaborate with the community, businesses, Metrobus riders, commuters, regional and local agencies, and other stakeholders to develop short and long term solutions.

Study Area Map



Quick Facts

More than **20,000** people ride the S-Line Metrobuses each weekday.

Metrobuses are **3% of the vehicles** on 16th Street NW, but **move over half of the people** traveling through the corridor.*

*Based on Nov 2013 PlanMetro blog post



Workstation A - Where are the Problems?

The purpose of this workstation was to identify potential sources of bus delay beyond available data. While DDOT and WMATA can provide data for bus arrival and boarding times by bus stop, frequent bus riders have first hand information with the issues that cause delays at the bus stop. For example, data may provide information on how often a bus arrives on time, but the public can supplement that information on potential causes of delays such as cars being parked during restricted parking hours.

Participants identified problem areas by using color-coded sticky flags that coordinate to specific issues such as:

- ◆ Parking Enforcement/ Double Parking
- ◆ Traffic Congestion
- ◆ Overcrowding on the Bus
- ◆ Overcrowding at the Bus Stop
- ◆ Pedestrian Safety Accessing the Bus Stop
- ◆ Bus Conflicts with Bicycle
- ◆ Bus Bunching
- ◆ Bus Passes by the Stop

Participants also had the opportunity to write-in additional issues that were not identified on the project board. These additional comments are shown in Appendix A.

OUTCOME

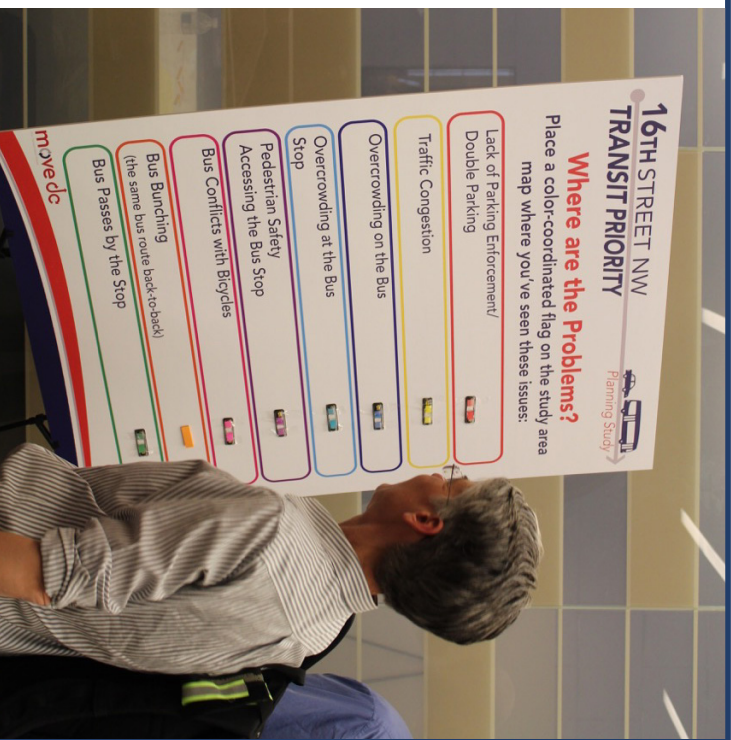
Most of the issues identified occurred at intersections. Double parking was most noted at midblock.

Most Noted Intersections:

- ◆ U Street NW (22 flags)
- ◆ Euclid Street NW (19 flags)
- ◆ Park Road NW (15 flags)
- ◆ Irving Street NW (10 flags)

Most Noted Issues:

- ◆ Overcrowding on the Bus (29 flags)
- ◆ Bus Bunching (31 flags)
- ◆ Bus Passes by the Stop (23 flags)
- ◆ Traffic Congestion (17 flags)



Workstation B - What's Important to You?

At Workstation B, participants were presented with a list of potential transit improvements and asked to identify their three most important choices. The purpose of this activity was to identify the priorities for transit improvement. The potential improvements were:

- ◆ Room to Board the First Arriving Bus
- ◆ Bus Arriving on Time
- ◆ Travel Time on Bus
- ◆ Having a Shelter or Bench at the Bus Stop
- ◆ Enough Room on the Bus to Sit or Stand Comfortably
- ◆ On-Street Parking
- ◆ Short Walk to the Bus Stop
- ◆ Pedestrian Safety Accessing the Bus Stop

Participants also had the opportunity to write-in their own factors of importance via sticky notes. This additional factors are shown in Appendix B.

OUTCOME

Top 3 Choices For Important Factors Are:

- ◆ Bus Arriving on Time (46 dots)
- ◆ Travel Time on the Bus (37 dots)
- ◆ Enough Room on the Bus to Sit or Stand Comfortably (33 dots)

Participants were asked to include their ideal travel time while riding the bus, that was not specific to purpose of trip. The majority of responses ranged between 10 to 15 minutes. In addition, participants were asked to quantify what "short" means to them for "A Short Walk to the Bus Stop." Answers were between 5 to 10 minutes.



Workstation C - Where Are You Going?

The purpose of this activity was to obtain insight to how people use 16th Street NW. In addition, this activity also sought to collect information on outreach, in particular which communities were reached.

Participants showed where they are coming from and their destinations by using pushpins as end point and connecting string to show trips.

OUTCOME

Most trips were concentrated within the study area; however:

- ♦ Participants did not distinguish between types of trips, origin or destination, or mode of travel
- ♦ Participants noted travel as far west as 20th Street NW, near Street Florida Avenue NW C Street NW
- ♦ Participants noted travel as far east as North Capital Street and 7th Street NE

*See appendix D for photo of full results

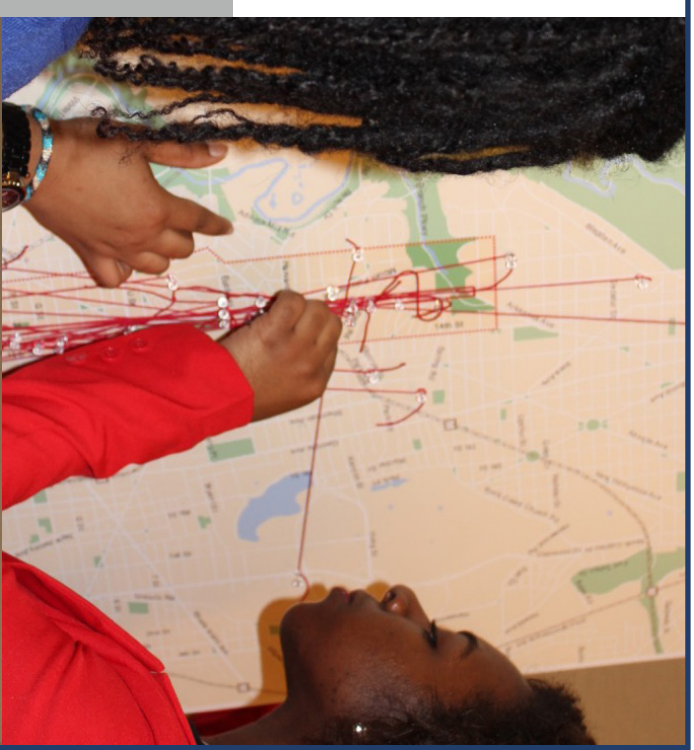
Post Meeting Comments

Additional comments were collected after the public meeting via the project website. The comments received as of April 10, 2015 are summarized Appendix C.

OUTCOME

Key concerns were:

- ♦ Signal Optimization
- ♦ Dedicated Bus Lanes
- ♦ On-Street Parking



Moving Forward

The next community engagement activities will begin in late-spring of 2015. The goals moving forward are to:

- ◆ Use participant responses to help **understand** problems and their underlying causes
- ◆ Meet with Community Advisory Group to **discuss** the results from the Public Kickoff Meeting
- ◆ Use public input gained to **inform** alternative refinement
- ◆ **Build** upon outreach strategy to inform the public of next engagement activities (Pop-Up Events)



Appendix A

Results from Workstation A – Where are the Problems?

16th Street NW Intersections Streets	Issues										Total
	Lack of Parking Enforcement	Traffic Congestion	Overcrowding on the Bus	Overcrowding at the Bus Stop	Pedestrian Safety Accessing Stop	Bus Conflicts with Bicycles	Bus Bunching	Bus Passes by the Stop			
I Street NW		2		1			1	1			4
K Street NW		1	2				2	1			6
M Street NW	1		1	3			2	1			8
O Street NW						1					1
P Street NW			2	1			2	2			7
R Street NW			1				1	2			4
S Street NW							1	1			2
T Street NW								1			1
U Street NW		4	6	3		2	2	5			22
V Street NW	1	2									3
W Street NW		2	1				1	1			5
Crescent Place NW			1				1	2			4
Kalorama Street NW		1			1						2

Issues

16th Street NW Intersections Streets	Lack of Parking Enforcement	Traffic Congestion	Overcrowding on the Bus	Overcrowding at the Bus Stop	Pedestrian Safety Accessing Stop	Bus Conflicts with Bicycles	Bus Bunching	Bus Passes by the Stop	Total
Euclid Street NW		1	5	2		1	5	5	19
Harvard Street NW					2	1	1		4
Irving Street NW		1	2		1	2	3	1	10
Lamont Street NW	1								1
Park Road NW	3	1	6	1			3	1	15
Newton Street NW	1						2		3
Oak Street NW			1				1		2
Spring Road NW		2	1	1	1		3		8
Arkansas Street NW						1			1
Total	7	17	29	12	5	8	31	23	132

The number of flags for each issue is noted in the table above. Not shown are flags at 15th Street and I Street NW (1 - Traffic Congestion, 1-Overcrowding on the Bus), Shepherd Street NW (1 - Lack of Parking Enforcement/Double Parking), and Mt. Pleasant Street NW (1 - Bus Conflict with Bicycles)

Results from Workstation B – What's Important to You?

Factors	Dots
Room to Board the First Arriving Bus	22
Bus Arriving on Time	46
Travel Time on the Bus	37
Having a Shelter or Bench at the Bust Stop	8
Enough Room on the Bus to Sit or Stand Comfortably	33
On-Street Parking	6
Short Walk to the Bus Stop	6
Pedestrian Safety Accessing the Bus Stop	11
Total	169

Participants used dots to indicate their top 3 choices for transit improvement

4 votes went to write-in comment "High frequency buses - buses arriving every 5 minutes"

Appendix B

Comments from Workstations A and B

Workstation A - Where are the Problems?	
Study Area Reference	Comments
Northern Portion of Study Area	Columbia to Spring Road Northwest traffic congestion
Central Portion of Study Area	Meridian Park: speeding and adding a bus lane
Riggs Place NW	16th Street Northwest / Riggs Place Northwest stop is one too many: S Street Northwest, Riggs Place Northwest, R Street Northwest (Core Streets)
	Stop on Riggs Place Northwest is not necessary. There are 3 stops within 2-1/2 blocks
	Right turn lane northbound leaves too narrow sidewalk/ bus stop
	Bike timing at signal: Saving with queue jump?
U Street NW	Add left hand turn Eastbound
	Bike timing signal is too short
	Biking safety at U Street

Workstation A - Where are the Problems?

Study Area Reference

Comments

Study Area Reference	Comments
General	Need more weekend/ weeknight service
	Love real-time info
	S2 zigzags too much
	S4 doesn't go far enough
	Timing of bus needs to increase after PM peak
	Need articulators on AM Federal Triangle buses
	Real time too long of time. Spanish is wrong
Outside of Study Area	Consider another express bus that does not pick at stops with low ridership during rush hour. Picks up half of the stops of the express bus
	Bus bunching bus passing by at Military Road
	Crestwood doesn't have parking signs/ enforcement so Maryland drivers park in the neighborhood and then get on the bus toward Downtown
	Make all of 13th Street Northwest a bike lane

Workstation B - What's Important to You?

Reference Area	Comments
Bus Operations	Process and queue for boarding a bus
	Driver/passenger education on effective use of space for bus
	Exact schedule is less important than headway. In other words, it's not important that the bus arrive at 6:25 PM, but that a bus comes every 5 minutes
	Bus reliability: Sometimes buses do not show (ghost buses)
	Buses passing by and not stopping (in rain)
Bus Stop	High frequency buses: buses arriving every 5 minutes
	Crowd management at the bus stop. See examples for Singapore bus stops.
	Scrolling marquee: Top row should be left static to display next bus while bottom row rotates through future arrival times.
Streetscapes	Remove on-street parking at Spring Road Northwest and Ogden Street Northwest because it backs up traffic when the bus stops to pick up patrons
	Outer lanes should be bus lane only during rush hour in town (AM), northbound (PM)
	Enforce against jaywalking because bus often has to wait for people illegally crossing the street
General	Rush hour traffic: when bus stops. Traffic is impeded
	Localized streets are too congested on street sweeping days. Have a less frequent sweeping solution

Comments were taken from sticky notes that were placed on workstation boards by meeting participants. Raw comments were edited for spelling and grammar.

Appendix C

Comments Received as of April 10, 2014

Source	Content
Email	Previous reforms to the 16th Street bus line(s) have added riders to the route. Will the study look at where these riders are coming from? For example, are riders migrating from the 14th Street corridor to ride the S lines? If so, why? Should additional changes be made to the 14th Street buses?
Email	One easy thing to do to alleviate rush hour congestion is to expand the rush hour no-parking time frames. Morning rush should end at 10:30am rather than 9:30, and evening rush should end at 7:30pm rather than 6:30. Some drivers would likely delay their commutes if they knew more lanes would be open later, which would help keep the buses moving throughout the rush hour periods. The biggest benefit of this change is that it doesn't require new lanes, just new no-parking signs.
Email	I am very much in favor of priority signals for buses ad dedicated bus lanes on 16th street even if it means parking has to be removed.
Email	Hi - I've been a District resident for a decade. Yes - please - create a dedicated bus lane on 16th Street NW. You have community support. We appreciate MOVE DC taking this forward. Thank you!
Email	I would like to express support for the study! I think that at a minimum signal optimization, turn restrictions, and Queue jumping are relatively easy and low cost solutions. I also support off-board payment to the extent that there is room on the sidewalk and transit lanes if there is room. I think you could eliminate parking from the street entirely.... However, I do not find that 16th Street serves as a barrier between neighborhoods. As a pedestrian, I think it is a fine street to cross in its current width.
Email	I'm no transportation planner, but I do know that the traffic lights are not even close to being synchronized. It is impossible to travel the length of 16th Street without hitting a series of red lights.

Email Requested a crosswalk across the north leg of 16th & Harvard.

Email Allowing parking on 16th St. is a huge hindrance to the flow of traffic. It should be a no parking zone from H St. NW all the way to the DC border.

Email I am skeptical of the usefulness and practicality of a dedicated bus lane. Other options should probably be pursued first. A dedicated bus lane would have to be predicated on the elimination of on-street parking (which is fine) and high enforcement against any vehicles in the lane (unlikely). The need for right-hand turns from traffic lanes would be problematic and end up gumming up the lanes anyway. There is low-hanging fruit that should be pursued: eliminating many stops on the bus lines where they are too close together for one. (Where and when the buses are already overcrowded, you can't get on at most of the stops anyway.) This could be initiated in the near-term. Also, rear-door entry is an easy fix and should be pursued. The real problem is the volume of riders and dedicated bus lanes and many of the other "solutions" won't address that issue...

Email One, yours is the first local civic improvement event I have ever attended in DC, or indeed ever, that I did not go to as part of a job (which I did a few times a while back, in and around Cambridge, MA). I voted in the primary and general in DC in 2014, but I don't count that. Two, I would never have found out about your event or attended, had there not been a gentlemen passing out three-color 6"x3" cards advertising the event at the 16th and Spring Road southbound bus stop during (extended) morning rush hour a few weeks ago. The Quick Facts on that card gave me a feel of the scope of the problem, and directly motivated me to participate.

Email 1) From my vantage point each morning to get on the S-9 going South, at Spring Road (in front of 3636 16th St. NW), I repeatedly see that people attempting to turn left on Ogden Rd. across heavy oncoming traffic need only back up two or three cars to stop all Southward traffic. This is because of a small number of cars parked facing south on 16th between Spring and Ogden. I counted 7 this morning, as many as I have seen there. It may be relevant that I frequently go after 9 am, or on one of the last morning S-9s. As cars are parked on the same side only 75 yards up, but with two full lanes operating, the question is whether this sporadic bottleneck actually backs cars up for at least a quarter-mile (as I think I am observing), or has no effect on traffic because not all of the queued cars can make it through the lights heading toward Park St. (and would be backed up just as far anyway). Something to study, but I think you may find that restricting those 7 spaces from parking until 10 or 11 a.m. may "un-restrict" flow there. [Thanks for the S-9, by the way, it's crowded to capacity a lot during rush hour, but really does a necessary job well! I take it to the last stop, then walk 10 minutes to Federal Triangle, instead of taking the S-4 to Federal Triangle for 10 more minutes, and walking 2 minutes.]

Email

2) My "adaptive management" idea. Like your husband, I also have economics training. A common problem is that a decision maker doesn't have all of the information needed to make an optimizing decision (hence for example your info-gathering process as part of your Planning Study). When there is construction on a major corridor like 16th St., someone in D.C. will have done the exact permitting. So the city has the pieces of information needed to coordinate adaptive management of traffic flows (to minimize transit time lost by the loss of lanes due to construction), but may not have realized that it has the capacity to coordinate this information between various D.C. offices, in order to make the transit problem smaller. My suggestion is that specific parking spots directly on the street before the construction site may be temporarily blocked or retired to accommodate higher flows in some places to balance some of the flow restriction from the construction. I am imagining temporary situations such as I describe in my first point above, where a loss of one lane in combination with a left-turn attempt may stop all traffic in that direction until the turn can be executed. I suppose temporarily restricting against otherwise legal turns could then also be an option, but I expect this would be much harder to create (temporary) signs for than warnings against using (suspended) parking spaces.

Email

3) Either of these ideas, solved in the way that I imagine (you may find better solutions), would require active, on-the-spot towing, which I think you already use for the rush-hour bans on 16th street parking in the box you defined on the literature for the meeting. While in a restaurant in Montreal one December evening, I got towed for immediate snow removal. They just moved the cars off of the route they were plowing, to a block or two away. You still got a ticket, but didn't have to go to a tow yard to get your car. Probably not an option around here, but I wanted to mention this, as quick towing to enforce new (and for locals unexpected) new parking restrictions seems harsh. So I thought I'd mention that other models exist.

Email

Thank you for taking these very necessary steps to improve the reliability and efficiency of the 16th Street buses. I ride the bus to and from work from 16th & V Street, ideally to 13th & H Street. Most days, I can only get a bus that goes as far as 14th & I Streets. I also ride the bus on weekends as needed. The most significant problems are during the morning rush hour. Often there are 10 or 20 or more people waiting at V Street in the morning. Buses typically bunch together. I have seen as many as 7 buses in a row at the stop. I have waited for more than 20 minutes for an empty bus. As many as 5 or 6 buses will pass by too full to pick up more passengers. Also, there are times that an S1 bus or an S2 or S4 that only goes as far as I Street will be at the stop, and a Federal Triangle bus will pass by and not stop. It is important for drivers of Federal Triangle buses to be aware that they have a different longer route and that people at the stop may need that particular route, even though most people do get off by K Street in the mornings. The real time online next bus app is helpful, but there are many times, especially in the mornings where buses say they are coming in a certain amount of time and do not show up for significantly longer time. There is crowding and some delays during the evening rush hour, but the mornings are even worse. Please do whatever is needed to make the necessary improvements that so many riders on 16th Street need to make our commutes more reliable.

Blog - Short Articles about Long Meetings

The meeting was long awaited and we appreciate how seriously DDOT is taking this. But I looked out on 16th street this morning and saw 6 buses arrive within 45 seconds, saw many cars - moving and parked - keeping buses from reaching people sooner, and saw too many buses passing people without stopping... There are many improvements that can be made but bus lanes need to stay a top consideration. Bike lanes were controversial at first but have worked quite well. It's time for bus lanes.

Appendix D

Photo of Workstation C Results

