SUMMARY OF PUBLIC KICKOFF MEETING
April 2015

16th Street NW
TRANSIT PRIORITY
Planning Study
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. As part of the District’s Multimodal Long Range Transportation Plan, moveDC’s 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:

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

Meeting Quick Stats:
- Date: March 31, 2015
- Time: 6:00PM - 8:00PM
- Location: Mt. Pleasant Neighborhood Library
- Number of attendees: 82
- 47 comments received
- 71 Title VI respondents
- 82 meeting attendees

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

- Over 3,500 emails to listservs
- 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
- Displayed project website on real-time transit arrival signs at bus stops
- Notified all 10 Advisory Neighborhood Commissions
- Displayed project website on real-time transit arrival signs at bus stops
- Notified all 10 Advisory Neighborhood Commissions in the study area
- 5 news articles, blog posts, and television news segments in local media
- Over 3,500 emails to listeners
- Announced location posters placed in 9 popular locations

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.*

Introduction

move dc

Public Kickoff Meeting Summary

Getting the Word Out

OUTREACH EFFORTS
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, delays can be caused by cars parking 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.

**Outcomes**

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

**Most Noted Issues:**

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

**Most Noted Intersections:**

- U Street NW (22 flags)
- Euclid Street NW (19 flags)
- Park Road NW (15 flags)
- Irving Street NW (10 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 most important choices. The purpose of this activity was to identify the priorities for transit improvement. The potential improvements were presented with a list of potential transit improvements and asked to identify their most important choices. The 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.

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

Participants were asked to identify the bus stop they prefer to board the first arriving bus. The potential improvements were:

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

Redesign Priorities for Improving Transit:

- Important to You
- For Improving Transit
- Room to Board the First Arriving Bus
- Bus Arriving on Time
- Enough Room on the Bus to Sit or Stand Comfortably
- Travel Time on Bus
- On-Street Parking
- A Short Walk to the Bus Stop
- Having a Shelter or Bench at the Bus Stop
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Workstation C - Where Are You Going?

April 2015

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. 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
- On-Street Parking

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.
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).
## Issues

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<th>16th Street NW</th>
<th>K Street NW</th>
<th>M Street NW</th>
<th>P Street NW</th>
<th>R Street NW</th>
<th>S Street NW</th>
<th>T Street NW</th>
<th>U Street NW</th>
<th>V Street NW</th>
<th>W Street NW</th>
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## Results from Workstation A – Where are the Problems?

- **14th Street NW**: Lack of Parking, Overcrowding, Traffic Conflicts, Overcrowding at the bus Stop, Pass by the Stop, Bus Conflicts, Pedestrian Safety, Enforcement
- **16th Street NW**: Lack of Parking, Overcrowding, Traffic Conflicts, Overcrowding at the bus Stop, Pass by the Stop, Bus Conflicts, Pedestrian Safety, Enforcement
Issues

The number of flags for each issue in 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 M St. Pleasant Street NW (1 - Bus Conflict with Bicycles).

<table>
<thead>
<tr>
<th>Issues</th>
<th>Arkansas Street NW</th>
<th>15th Street NW</th>
<th>Euclid Street NW</th>
<th>Harward Street NW</th>
<th>Irving Street NW</th>
<th>Lamont Street NW</th>
<th>Newton Street NW</th>
<th>Oak Street NW</th>
<th>Spring Road NW</th>
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<td>Bus Bunching</td>
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Participants used dots to indicate their top 3 choices for transit improvement!

<table>
<thead>
<tr>
<th>Factors</th>
<th>Dots</th>
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<tbody>
<tr>
<td>Room to Board the First Arriving Bus</td>
<td>22</td>
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<td>Bus Arriving on Time</td>
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<td>Travel Time on the Bus</td>
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<td>Having a Shelter or Bench at the Bus Stop</td>
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<tr>
<td>Enough Room on the Bus to Sit or Stand Comfortably</td>
<td>33</td>
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<tr>
<td>On-Street Parking</td>
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<tr>
<td>Short Walk to the Bus Stop</td>
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<td>Pedestrian Safety Accessing the Bus Stop</td>
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<td>Total</td>
<td>169</td>
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</table>

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?

<table>
<thead>
<tr>
<th>Study Area Reference</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern Portion of Study Area</td>
<td>Biking safety at U Street</td>
</tr>
<tr>
<td>Central Portion of Study Area</td>
<td>Bike timing signal is too short</td>
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<td></td>
<td>Add left hand turn eastbound</td>
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<tr>
<td></td>
<td>Bike timing at signal: saving with queue jump?</td>
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<tr>
<td></td>
<td>Right turn lane northbound leaves too narrow sidewalk/ bus stop</td>
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<td></td>
<td>3 blocks on Riggs Place Northwest is not necessary. There are 3 stops within 2-1/2 blocks</td>
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<td></td>
<td>Riggs Place (Core Street)</td>
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<td></td>
<td>North Street Northwest / Riggs Place Northwest stop is one too many: 5 Street Northwest, Riggs Place Northwest, R Street</td>
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<td></td>
<td>Median Park: speeding and adding a bus lane</td>
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<td></td>
<td>Columbia to Spring Road Northwest traffic congestion</td>
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</table>

#### Workstation B - Study Area Reference

- Biking safety at U Street
- Bike timing signal is too short
- Add left hand turn eastbound
- Bike timing at signal: saving with queue jump?
- Right turn lane northbound leaves too narrow sidewalk/ bus stop
- 3 blocks on Riggs Place Northwest is not necessary. There are 3 stops within 2-1/2 blocks
- Riggs Place (Core Street)
- North Street Northwest / Riggs Place Northwest stop is one too many: 5 Street Northwest, Riggs Place Northwest, R Street
- Median Park: speeding and adding a bus lane
- Columbia to Spring Road Northwest traffic congestion
<table>
<thead>
<tr>
<th>Study Area Reference</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td></td>
</tr>
<tr>
<td>Need more weekend/weeknight service</td>
<td></td>
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<tr>
<td><strong>Outside of Study Area</strong></td>
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<tr>
<td>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 toward downtown.</td>
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<td>Need articulators on AM Federal Triangle buses.</td>
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<td>Timing of bus needs to increase after PM peak.</td>
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<td>S4 doesn’t go far enough.</td>
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<tr>
<td>Love real-time info.</td>
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<tr>
<td>S2 zigzags too much.</td>
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<tr>
<td>Real-time too long of time. Spanish is wrong.</td>
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<tr>
<td>Crestwood doesn’t have parking signs enforcement so Maryland drivers park in the neighborhood and then get on the bus.</td>
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<tr>
<td>Bus bunching bus passing by at Military Road.</td>
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<tr>
<td>Make all of 13th Street Northwest a bike lane.</td>
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<td>Reference Area</td>
<td>Workstation B - What's Important to You?</td>
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<td>----------------</td>
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<tr>
<td>General</td>
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<td></td>
<td>Rush hour traffic when bus stops. Traffic is impeded.</td>
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<td>Ensure against jaywalking because bus often has to wait for people illegally crossing the street.</td>
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<td>Streetscapes</td>
<td>Outer lanes should be bus lane only during rush hour in town (AM) northbound (PM).</td>
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<td>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.</td>
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<td>Scrolling marquee: Top row should be left static to display next bus while bottom row rotates through future arrival times.</td>
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<td>Crowd management at the bus stop. See examples for Singapore bus stops.</td>
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<td>Operations</td>
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<td></td>
<td>High frequency buses: buses arriving every 5 minutes.</td>
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<td>Bus passing by and not stopping (in AM).</td>
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<td>Bus reliability: Sometimes buses do not show (ghost buses).</td>
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<td>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</td>
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<td>Driver/passenger education on effective use of space for bus</td>
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<td>Process and queue for boarding a bus</td>
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Comments

Comments were taken from sticky notes that were placed on workstation boards by meeting participants. Raw comments were edited for spelling and grammar.
Previous reforms to the 16th Street bus line(s) have added riders to the route. I am not a 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

I believe there is room for improvement and I support the expansion of the no-parking times. Morning rush should end at 10:30 am rather than 7:30 and evening rush should end at 7:30 pm rather than 6:30. Some drivers would likely delay their commutes if they knew more lanes would be open during peak hours.

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 10:30 am rather than 7:30 am, and evening rush should end at 7:30 pm rather than 6:30. Some drivers would likely delay their commutes if they knew more lanes would be open during peak hours.

Email

I am very much in favor of priority signals for buses and dedicated bus lanes on 16th Street NW. You have community support. We appreciate DC MOVE taking this forward. Thank you!

Email

I would like to express support for the study. I think that a minimum signal optimization, turn restrictions, and queue jumping are relatively easy and low cost solutions. I also support off-peak pavement to the extent that there is room on the sidewalk and transit ridership is low. I would like to express support for the study. I think that a minimum signal optimization, turn restrictions, and queue jumping are relatively easy and low cost solutions. I also support off-peak pavement to the extent that there is room on the sidewalk and transit ridership is low.

Email

Email

Email

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 DC MOVE taking this forward. Thank you!

Email

I am very much in favor of priority signals for buses and dedicated bus lanes on 16th Street NW. You have community support. We appreciate DC MOVE taking this forward. Thank you!

Email

Support

Comments Received as of April 10, 2014
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.

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 gentleman 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
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 traffic. This is because of a small number of cars parked facing south on 16th between Spring and Ogden. I counted 7 such cars parked on the same side only 75 yards north with two full lanes of traffic. (I am observing). This is happening on at least a quarter-mile of 16th St. NW, on one of the last morning S-9s. As this morning’s events may as many i have seen here, I may be wrong (I frequently go after 7 am, on one of the last morning S-9s). As Southern traffic is coming plugging to turn left on Ogden Rd, across heavy accommodate need only back up two or three cars to stop all traffic approaching to turn left on Ogden Rd.

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 traffic. This is because of a small number of cars parked facing south on 16th between Spring and Ogden. I counted 7 such cars parked on the same side only 75 yards north with two full lanes of traffic. (I am observing). This is happening on at least a quarter-mile of 16th St. NW, on one of the last morning S-9s. As this morning’s events may as many i have seen here, I may be wrong (I frequently go after 7 am, on one of the last morning S-9s). As Southern traffic is coming plugging to turn left on Ogden Rd, across heavy accommodate need only back up two or three cars to stop all traffic approaching to turn left on Ogden Rd.

Email
In the future, I would really have found out about your event or attended, had there not been a gentleman 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
The DC Board:
Allowing parking on 16th St. is a huge hindrance to the flow of traffic. It should be no parking zone from H St. NW all the way to the DC border.

Email
Requested a crosswalk across the north leg of 16th & Harvard.
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 a 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 exact permitting. In 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 capability to coordinate this transport). 

Either of these ideas, solved in the way that I imagine (you may find better solutions), would require active, on-the-spot towing.

Parking restrictions seems harsh. So I thought I’d mention that other models exist.

Probably not an option around here, but I wanted to mention this. My quick thinking to enforce new (and local) unexpected new.

I’ve never being towing in a block of two ways. You still get a ticket. But didn’t have to go to a tow yard to get your car.

The route they were planning to a block of two ways. You still get a ticket. But didn’t have to go to a tow yard to get your car.

When I was a restaurant in Montreal one December evening. I got towed for immediate snow removal. They just moved the cars off of my street parking in the box you defined on the literature for the meeting.

Where I think you already use for the rush-hour bans on 16th street parking. So I was thinking about the city parking in the box you defined on the literature for the meeting.

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Either of these ideas, solved in the way that I imagine (you may find better solutions), would require active, on-the-spot towing.
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 look out on 16th Street and see 6 buses arrive within 45 seconds, so many cars - moving and parked - keep the buses from reaching people sooner, and the morning was long wait and we appreciate how seriously DDOT is taking this. But I looked out on 16th Street this morning and saw too many buses passing people without stopping. There are many improvements that can be made but lines need to move too many buses passing people without stopping...

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 S2 or S4 that only goes as far as I Street will pass by and not stop. It is important for drivers of Federal Triangle buses to be aware that they have a different route and that people at the stop may need that particular route. Even though most people do get off by I Street, there are many cars - moving and parked - keeping the buses from reaching people sooner. There is crowding and some delays during the evening rush hour, but the mornings are even worse. 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 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.

I also ride the bus on weekends as needed. The most significant problems are during the morning rush hour. Other than 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.

Improvements that so many riders on 16th Street need to make our commutes more reliable.

During the evening rush hour, 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.

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Appendix D

Photo of Workstation C Results