

Operational Improvements

Some improvements to the Benning Road-H Street Line being recommended for implementation would focus on improving the operation of buses along the corridor. The following improvements address issues raised by bus riders and the public:

- Enhanced supervision will include a supervisor focused on the Benning Road-H Street Corridor. The supervisor will be in direct communication with bus drivers.
- Better customer information will include use of on-board communications for next-stop announcements, and detour information when necessary.
- Route-specific training for bus operators will include better knowledge of the Benning Road-H Street corridor and connecting transit services.
- Newer vehicles will be assigned to the X routes after construction on H Street and Benning Road is completed.

Stay Involved!

The recommended improvements to the Benning Road-H Street Line came about after a public participation process that included a rider survey and six public meetings. If you missed those opportunities to participate, but would still like to make your views known, there are several ways to get involved:

- Go to the project website at www.metrobus-benning-h-dc.com and click on Contact. From there, you can send an email directly to the project team.
- Call Metro Transit Police at 202-962-2118 to report disorderly behavior of minors.
- Attend a public hearing (go to www.wmata.com for information).
- Participate in rider surveys after the changes are implemented.
- Call the project information line at 703-682-5060.

Safety and Security

Safety and security at bus stops and on buses was one of the top three issues identified by X Line riders. In response to this concern, changes will be implemented to improve safety and security. These changes will begin in Phase 2 and continue into the future. The proposed changes include:

- Closer Coordination with Schools: Metro Transit Police will work more closely with school principals to address the issue of minors who misbehave on buses. Kids who behave well will be offered incentives.
- Education Campaign and Increased Metro Transit Police Presence: Public service announcements will advertise the increased presence of undercover officers on buses. Riders are encouraged to call Metro Transit Police on a special number (202-962-2118) to report disorderly conduct of minors.
- Visibility and Stop Relocation to Discourage Crime: Improved lighting at stops will facilitate the security of riders in the evening hours. Potential relocation of bus stops away from crime 'hot spots' will be considered.
- Closed-Circuit Cameras: Cameras may be installed on buses and at bus stops, and be monitored by Metro Transit Police.
- Enhanced Bus Operator Training: Bus operator training will include information on how to enforce rules and address potential conflicts before they become problems. Safety training will include increased awareness of bicyclists and pedestrians.
- Improved Bus Maintenance and Less Crowding: Better-maintained buses and a reduction in overcrowding are expected to ease tense social interactions.



Project Information:
www.metrobus-benning-h-dc.com
 Hotline: 703-682-5060

Metrobus Benning Road-H Street Line Study

January 2010

Metro Completes Study, Makes Recommendations for the Benning Road-H Street Line

The Washington Metropolitan Area Transit Authority (WMATA) and the District Department of Transportation (DDOT) conducted a study in 2009 to improve transit service along the Benning Road-H Street corridor, which connects Northeast DC east of the Anacostia River to Downtown DC and other points in Northwest.

As a result of the study, WMATA and DDOT have developed draft recommendations for improving service in the corridor, which is served by Metrobus routes X1, X2, and X3, and is one of the busiest in the Metrobus system. The recommendations are based on analysis of existing transit in the corridor; interviews with bus operators, supervisors, and trainers; and outreach to the public which included a rider survey conducted in June and public meetings held in July, September, and November.

(Please see inside for details about the improvements.)



A new local bus stops to pick up riders along the X2 route. Metro is reviewing recommendations to improve service along the Benning-H corridor.



Project Information:
 Website: www.metrobus-benning-h-dc.com
 Hotline: 703-682-5060

X1-X2-X3 Metrobus Benning Road/H Street Line Study

Recommended Improvements

The improvements to the Benning Road-H Street Line being considered by Metro include:

Phase 1 (Late December 2009)

- Additional eastbound trips on the X2 during evening peak periods

Phase 2 (Late September 2010)

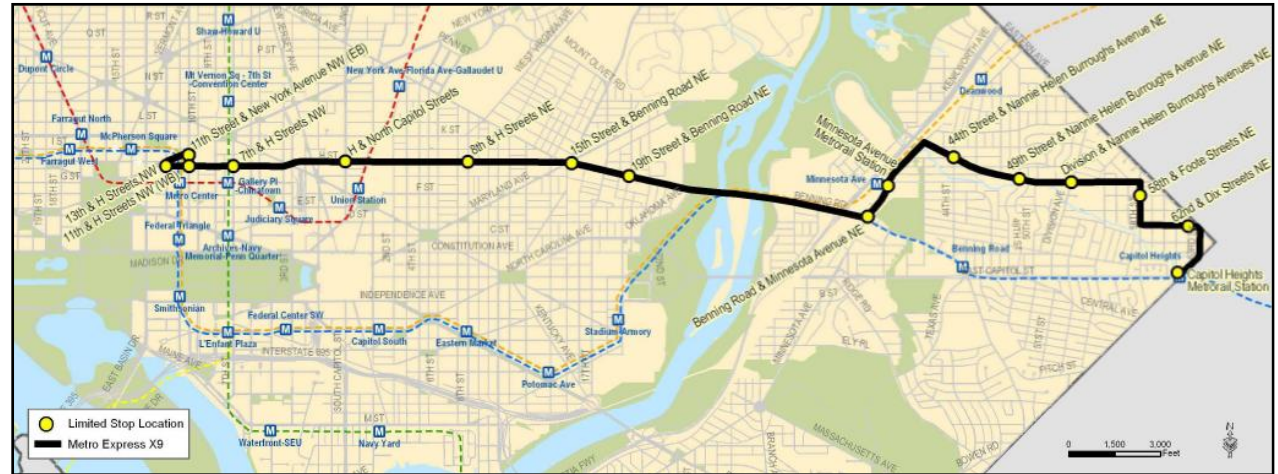
- New articulated (longer) buses on the X2 Route
- Reliability improvements to and an extension of the X1 Route
- Elimination of the X3 Route
- Introduction of the Metro Express X9 Limited-Stop Service (peak only)
- Operational Improvements
- Safety and Security Improvements
- Improvements to Facilities (bus shelters, bus pads, schedules, sidewalk bulb-outs)

Future Phases

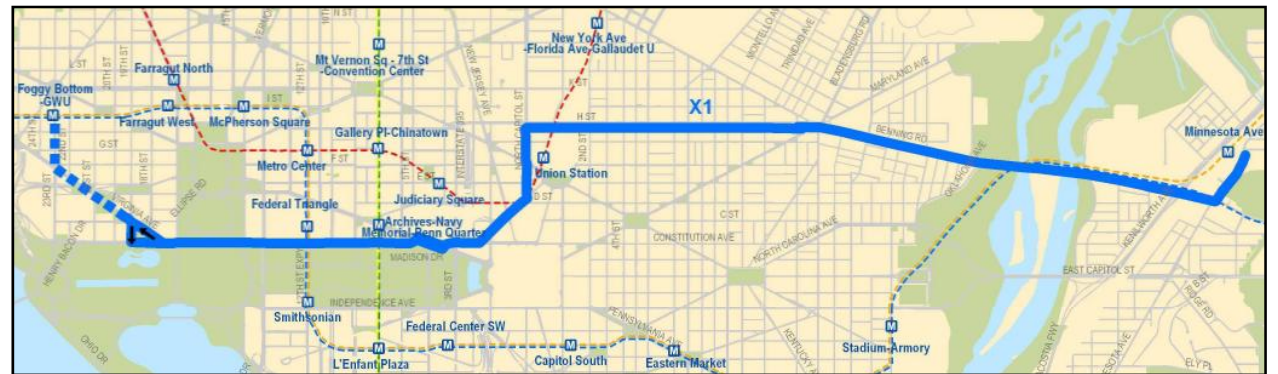
- Expanded Service on the X9 Limited-Stop (peak, midday, and weekends)
- Improved Traffic Flow Management

Changes to Service

The recommended improvements to service on the Benning Road-H Street line include additional buses, higher capacity buses, elimination of the X3 route, and the introduction of a new limited-stop service called the X9. In the first phase (late December 2009), five additional eastbound trips will be added to the X2 route during the evening rush hour. This will provide more capacity on the line during this heavily traveled time. During the second phase (late September 2010), new extra long buses will be introduced along the X2 route to provide additional capacity.



In Phase 2 of improvements to the X Line, a new limited-stop service, the X9, would run between downtown and Capitol Heights along H Street, Benning Road, and Nannie Helen Burroughs Avenue (above). Also in Phase 2, the existing X1 route would be extended west to Foggy Bottom Metro (below). The X2 will remain the same, but with larger buses and additional trips during evening peak periods.



The most noticeable change during Phase 2 will be the introduction of the Metro Express X9 Limited-Stop service. This will be similar to the limited-stop services currently operated along Georgia Avenue (79 Route), Pennsylvania Avenue SE (39 Route), Wisconsin Avenue (37 Route), and 16th Street (S9 Route). The X9 will serve fewer stops, enabling faster travel times for most passengers. When first

implemented in late September 2010, the X9 will operate in the morning and evening peak periods only, at 15 minute intervals. In the future, service will be expanded to operate every 10 minutes in the morning and evening peaks, and every 15 minutes during the middle of the day, at night, and on weekends.