

Metrobus Service Evaluations

Route 5A – DC to Dulles Airport Line

Public Meeting
Herndon Library
May 24, 2011



Purpose of the Evaluation

- Identify strategic needs;
- Review capacity, productivity, reliability, and quality of service;
- Recommend changes to improve service (frequency, crowding, travel time, amenities, communications, etc.)



Characteristics of Metrobus Route 5A

- **Average number of weekday riders: 1,500**
(39th of 62 routes in VA; 81st of 157 routes overall)
- **Average number of riders per trip: 25**
- **Frequency of service: 30-45 minutes on weekdays, 60 minutes on weekends**
- **Limited-stop service**
- **One of the few Metrobus routes that is not subsidized (i.e., fares cover operational costs)**



Rider Survey - Preliminary Results

- More than half of riders use 5A almost daily; one-third use it irregularly
- Two-thirds of 5A riders use it to get to work
- Top concerns of 5A riders:
 - Crowding on buses in peak periods
 - Frequency of buses
 - Reliability (buses are late, early)
 - Additional luggage capacity; safety issue
 - High cost of fare (\$6)



Preliminary Recommendations (to be evaluated)

- Add eastbound AM trips; westbound PM trips to address crowding in peak periods
- Assess need for more trip time in schedule to address on-time performance
- Eliminate Tysons West*Park stop
- Evaluate potential for fare card dispensers at 5A stops



Preliminary Recommendations (to be evaluated)

- Evaluate feasibility of adding more luggage space on buses
- Evaluate change in routing at Rosslyn to avoid congestion around Key Bridge
- Evaluate potential to move bus bay at Herndon-Monroe Park & Ride to avoid looping
- Add info to timetables and at 5A stops and on WMATA website about fare and exact change



Next Steps

- **Finalize recommendations based on public input and additional required analysis**
- **Estimate costs**
- **Identify funding sources**
- **Complete final report**
- **Receive WMATA Board approval**
- **Develop implementation plans**



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