



CITY COUNCIL WORK SESSIONS AGENDA

**25 Crescent Road
Council Chambers
Monday, November 19, 2018
8:00 PM**

Work Session Packet

Semi-Annual Transit Meeting

[Greenbelt Service Monitoring DPWT The Bus_ City Council Worksession_November 19 2018.pdf](#)

[Transit Vision Plan Presentation_DPWT Open House v1 Greenbelt Transit Worksession.pdf](#)

[Copy of Greenbelt Service Summary November 2018 Report Revised.pdf](#)

City Council Work Sessions Agenda Item Report

Meeting Date: November 19, 2018

Submitted by: Terri Hruby

Submitting Department: Planning

Item Type: Work Session Item

Agenda Section: Work Session Packet

Subject:

Semi-Annual Transit Meeting

Suggested Action:

Attachments:

[Greenbelt Service Monitoring DPWT The Bus_ City Council Worksession_November 19 2018.pdf](#)

[Transit Vision Plan Presentation_DPWT Open House v1 Greenbelt Transit Worksession.pdf](#)

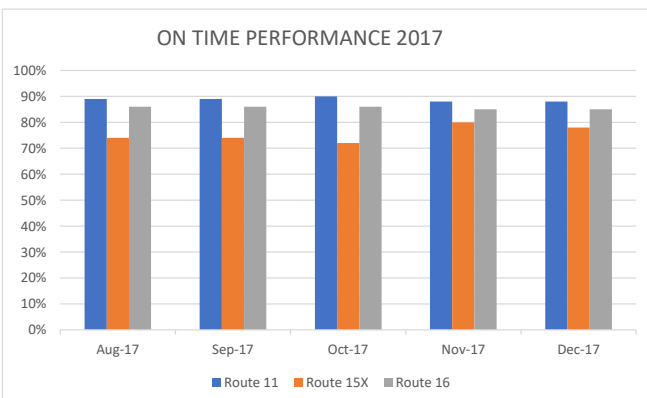
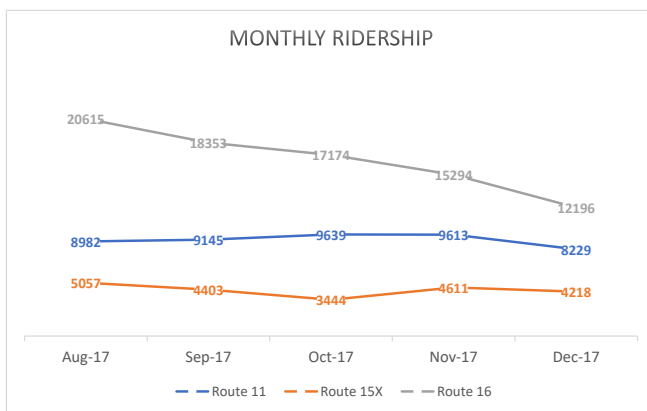
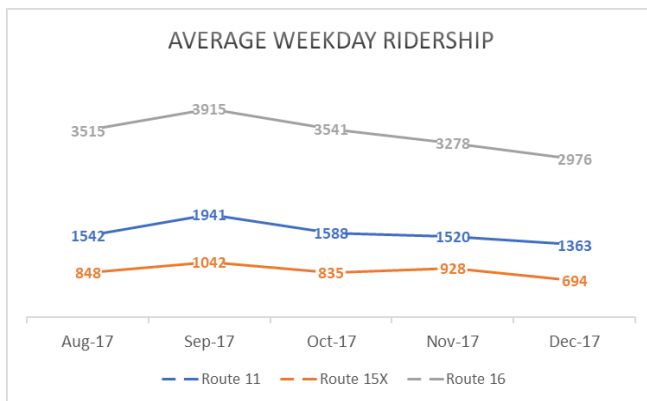
[Copy of Greenbelt Service Summary November 2018 Report Revised.pdf](#)

Prince George's County - Department of Public Works and Transportation

"The Bus"

Greenbelt Ridership - Summer/Fall 2017

Average Weekday Ridership	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Average
Route 11	1542	1941	1588	1520	1363	1591
Route 15X	848	1042	835	928	694	869
Route 16	3515	3915	3541	3278	2976	3445
Total:	5905	6898	5964	5726	5033	1968
Monthly Ridership	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Average
Route 11	8982	9145	9639	9613	8229	9122
Route 15X	5057	4403	3444	4611	4218	4347
Route 16	20615	18353	17174	15294	12196	16726
Total:	34654	31901	30257	29518	24643	10065
On Time Performance	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Average
Route 11	89%	89%	90%	88%	88%	89%
Route 15X	74%	74%	72%	80%	78%	76%
Route 16	86%	86%	86%	85%	85%	86%
Average:	83%	83%	83%	84%	84%	83%

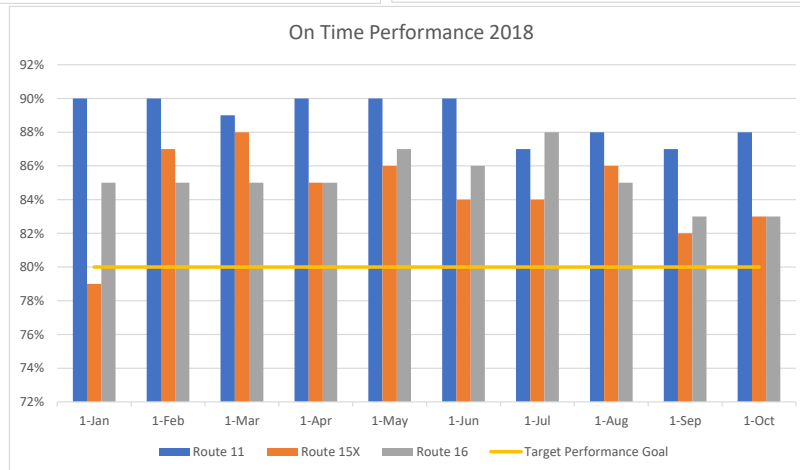
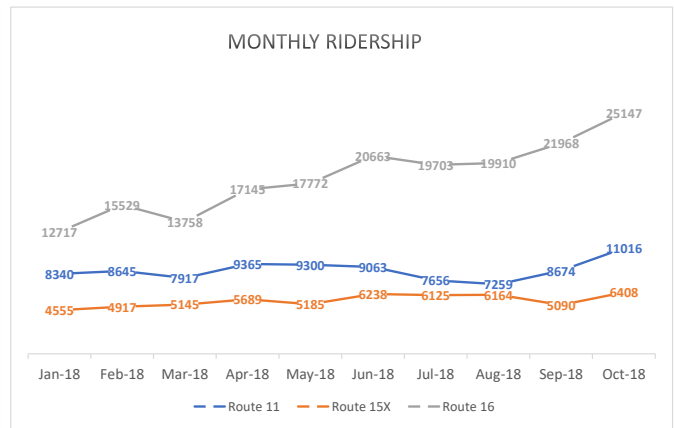
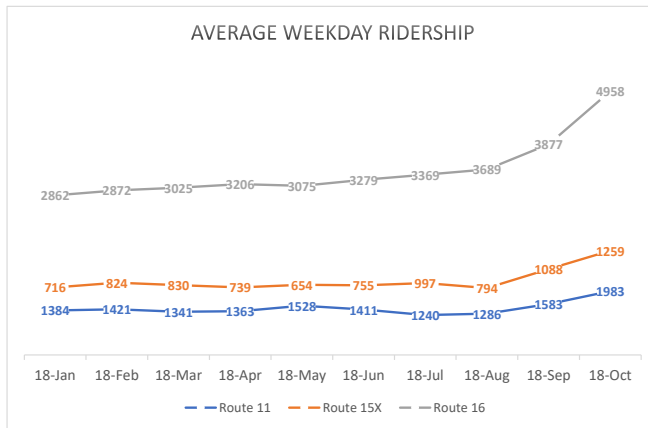


Prince George's County - Department of Public Works and Transportation

"The Bus"

Greenbelt Ridership - January to October 2018

Average Weekday Ridership	18-Jan	18-Feb	18-Mar	18-Apr	18-May	18-Jun	18-Jul	18-Aug	18-Sep	18-Oct	Average
Route 11	1384	1421	1341	1363	1528	1411	1240	1286	1583	1983	1454
Route 15X	716	824	830	739	654	755	997	794	1088	1259	866
Route 16	2862	2872	3025	3206	3075	3279	3369	3689	3877	4958	3421
Total:	4962	5117	5196	5308	5257	5445	5606	5769	6548	8200	1914
Monthly Ridership	18-Jan	18-Feb	18-Mar	18-Apr	18-May	18-Jun	18-Jul	18-Aug	18-Sep	18-Oct	Average
Route 11	8340	8645	7917	9365	9300	9063	7656	7259	8674	11016	8724
Route 15X	4555	4917	5145	5689	5185	6238	6125	6164	5090	6408	5552
Route 16	12717	15529	13758	17145	17772	20663	19703	19910	21968	25147	18431
Total:	25612	29091	26820	32199	32257	35964	33484	33333	35732	42571	32706
On Time Performance	18-Jan	18-Feb	18-Mar	18-Apr	18-May	18-Jun	18-Jul	18-Aug	18-Sep	18-Oct	Average
Route 11	90%	90%	89%	90%	90%	90%	87%	88%	87%	88%	89%
Route 15X	79%	87%	88%	85%	86%	84%	84%	86%	82%	83%	84%
Route 16	85%	85%	85%	85%	87%	86%	88%	85%	83%	83%	85%
Target Performance Goal	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	
Average:	85%	87%	87%	87%	88%	87%	86%	86%	84%	85%	86%



Prince George's County
Department of Public Works and
Transportation "The Bus"
Greenbelt Ridership - January to October 2018

Complaint Type	ROUTE 11	ROUTE 15x	ROUTE 16	Sub Total
Early				0
Late				0
Operational/Mechanical			1	1
No Show	1			1
Rude Driver			3	3
Safety		2		2
Bypassed Patron				0
Total:	1	2	4	7

Prince George's County Department of Public Works and Transportation



Keeping Prince George's County Moving

Greenbelt City Council
Transit Work Session
November 19, 2018

Transit Vision Plan



DPW&T kicked off its Transit Vision Plan update in September 2017.

This is a five-year plan for improving and expanding transit within the County:

- ✓ Identify opportunities to improve “TheBus” routes, add County-sponsored service and complement WMATA Metrobus service network
- ✓ Establish a framework for evaluating new transit enhancements or expansion opportunities
- ✓ Explore best practices that can be applied to the County for improving access to public transportation services, such as partnerships with taxi companies for first/last mile services



Passenger Characteristics



72% of riders responding to the survey do not own a car and 83% do not have access to a car for their trip



53% of riders who responded have been riding *TheBus* for more than two years



47% of respondents use *TheBus* five days per week



65% of respondents use *TheBus* to get to work

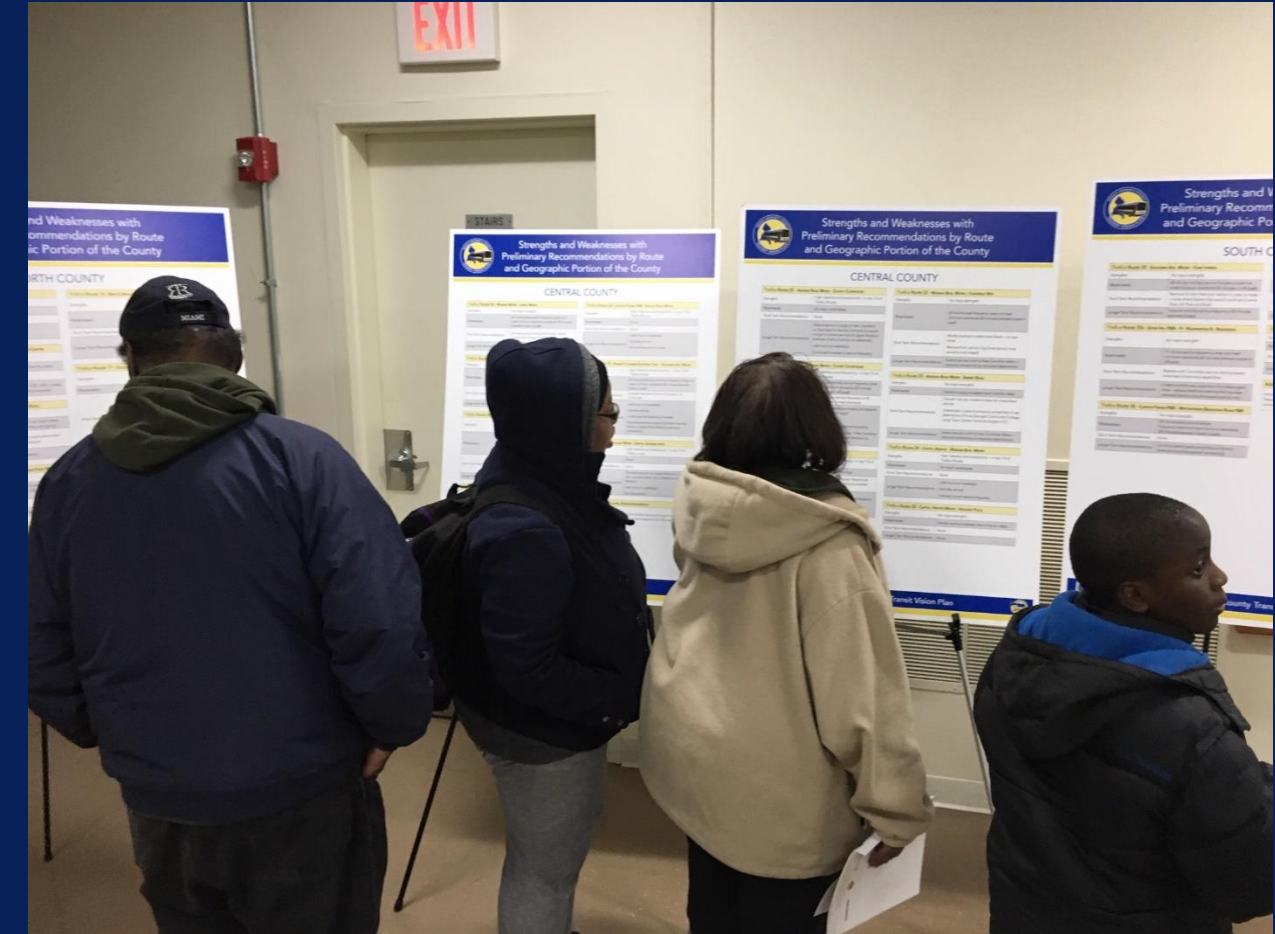


65% of respondents walk to access *TheBus*



Vision Plan Survey Results Among Greenbelt “The Bus” Passengers

- ❖ 53% rode “The Bus” more than 2 years
- ❖ 63% rode “The Bus” for work, 11% for school, 7% for shopping and medical appointments
- ❖ 57% - do not own a car
- ❖ 56% - used rideshare 1-3 times in the last 30 days
- ❖ 43% believed “The Bus” provided service to areas they need to go
- ❖ 43% rated the frequency of bus service as “good”; 27% gave a “fair rating”
- ❖ 66 % said that weekend service is an area of opportunity for “The Bus”



Transit Vision Plan

Recommendations Highlights



- ❖ Improvements in **service frequency**
- ❖ Extension of **weekday service hours**
- ❖ Expansion of service to **Saturday**
 - Phased implementation
- ❖ Extending routes to **strengthen connection** to major activity centers (e.g., Largo/New Carrollton/National Harbor)
- ❖ Provide **first and last mile connections** to existing fixed routes
 - Microtransit/Flex routes (e.g., neighborhood routes)

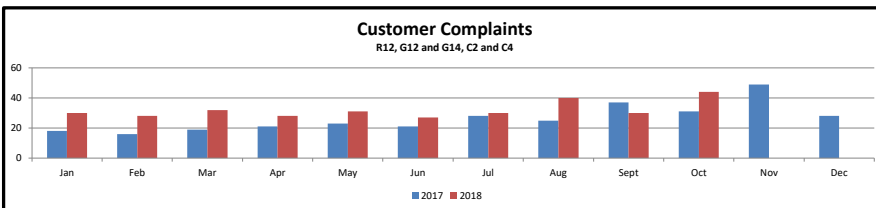
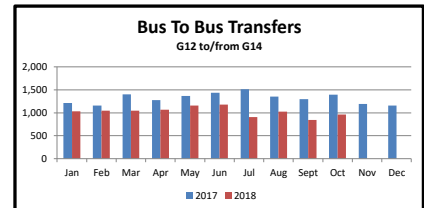
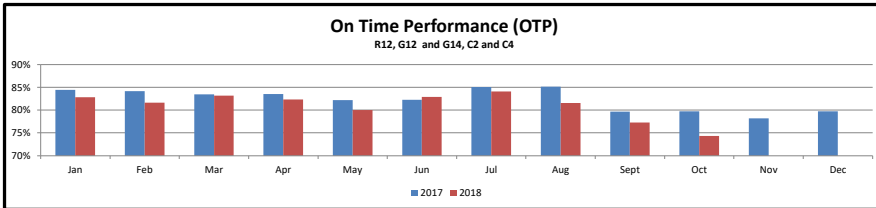
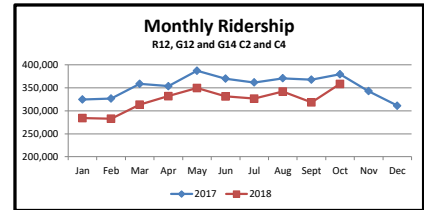
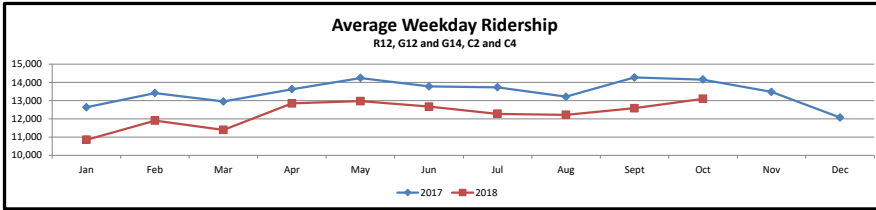


Status

- Under review by County Executive leadership team
- Forwarded to County Council for review
- Ready for review by the County Executive-elect transition team



METROBUS SERVICE PERFORMANCE MONITORING FOR GREENBELT
July 2017 through October 2018



Report Period: July 2017 through October 2018

Weekday OTP

ROUTE	EARLY_L	LATE_L	NORMAL_L	MONTH_NAME	CAL_YEAR	L_MONTH_NO	OTP
C2	1,287	1,468	11,294	Jul-17	2017	7	80.4%
C4	1,153	3,434	12,211	Jul-17	2017	7	72.7%
G12	350	190	7,179	Jul-17	2017	7	93.0%
G14	448	360	7,719	Jul-17	2017	7	90.5%
R12	247	637	6,959	Jul-17	2017	7	88.7%
C2	1,309	1,895	13,346	Aug-17	2017	8	80.6%
C4	1,130	4,502	14,348	Aug-17	2017	8	71.8%
G12	318	314	8,416	Aug-17	2017	8	93.0%
G14	453	464	8,917	Aug-17	2017	8	90.7%
R12	312	649	8,252	Aug-17	2017	8	89.6%
C2	909	3,375	10,043	Sep-17	2017	9	70.1%
C4	718	5,403	11,763	Sep-17	2017	9	65.8%
G12	335	326	7,106	Sep-17	2017	9	91.5%
G14	396	619	7,478	Sep-17	2017	9	88.0%
R12	250	1,087	6,502	Sep-17	2017	9	82.9%
C2	1,041	3,157	10,135	Oct-17	2017	10	70.7%
C4	1,035	5,054	12,731	Oct-17	2017	10	67.6%
G12	438	365	7,433	Oct-17	2017	10	90.3%
G14	619	462	8,028	Oct-17	2017	10	88.1%
R12	273	1,077	6,137	Oct-17	2017	10	82.0%
C2	1,181	2,700	9,881	Nov-17	2017	11	71.8%
C4	1,059	4,671	11,391	Nov-17	2017	11	66.5%
G12	534	398	6,805	Nov-17	2017	11	88.0%
G14	732	476	7,240	Nov-17	2017	11	85.7%
R12	320	1,214	5,788	Nov-17	2017	11	79.0%
C2	1,232	1,934	8,573	Dec-17	2017	12	73.0%
C4	1,101	3,385	10,917	Dec-17	2017	12	70.9%
G12	598	230	6,259	Dec-17	2017	12	88.3%
G14	793	303	6,687	Dec-17	2017	12	85.9%
R12	266	967	5,142	Dec-17	2017	12	80.7%
C2	1,161	2,296	10,526	Jan-18	2018	1	75.3%
C4	1,265	3,415	13,037	Jan-18	2018	1	73.6%
G12	616	161	7,157	Jan-18	2018	1	90.2%
G14	823	293	7,596	Jan-18	2018	1	87.2%
R12	290	689	7,033	Jan-18	2018	1	87.8%
C2	720	2,883	9,087	Feb-18	2018	2	71.6%
C4	934	3,358	11,843	Feb-18	2018	2	73.4%
G12	434	260	6,478	Feb-18	2018	2	90.3%
G14	609	412	6,860	Feb-18	2018	2	87.0%
R12	235	806	6,232	Feb-18	2018	2	85.7%

C2	959	1,746	9,406	Mar-18	2018	3	77.7%
C4	1,189	3,156	12,526	Mar-18	2018	3	74.2%
G12	636	197	6,386	Mar-18	2018	3	88.5%
G14	731	319	6,940	Mar-18	2018	3	86.9%
R12	258	584	6,614	Mar-18	2018	3	88.7%
C2	752	2,544	10,473	Apr-18	2018	4	76.1%
C4	950	3,647	12,625	Apr-18	2018	4	73.3%
G12	605	183	6,833	Apr-18	2018	4	89.7%
G14	842	303	7,192	Apr-18	2018	4	86.3%
R12	263	787	6,704	Apr-18	2018	4	86.5%
C2	892	3,089	10,819	May-18	2018	5	73.1%
C4	983	4,617	12,497	May-18	2018	5	69.1%
G12	444	421	7,403	May-18	2018	5	89.5%
G14	694	489	7,915	May-18	2018	5	87.0%
R12	277	1,273	6,805	May-18	2018	5	81.4%
C2	1,029	1,909	10,736	Jun-18	2018	6	78.5%
C4	1,149	3,397	11,899	Jun-18	2018	6	72.4%
G12	427	239	6,387	Jun-18	2018	6	90.6%
G14	556	560	6,777	Jun-18	2018	6	85.9%
R12	232	695	6,283	Jun-18	2018	6	87.1%
C2	1,138	1,850	11,359	Jul-18	2018	7	79.2%
C4	1,406	3,591	12,572	Jul-18	2018	7	71.6%
G12	337	320	7,021	Jul-18	2018	7	91.4%
G14	431	466	7,781	Jul-18	2018	7	89.7%
R12	215	676	6,960	Jul-18	2018	7	88.7%
C2	1,210	2,528	12,370	Aug-18	2018	8	76.8%
C4	1,521	4,053	14,019	Aug-18	2018	8	71.6%
G12	382	477	7,614	Aug-18	2018	8	89.9%
G14	471	973	8,291	Aug-18	2018	8	85.2%
R12	191	1,072	6,762	Aug-18	2018	8	84.3%
C2	666	3,142	9,128	Sep-18	2018	9	70.6%
C4	1,123	4,070	10,436	Sep-18	2018	9	66.8%
G12	284	682	5,994	Sep-18	2018	9	86.1%
G14	359	1,136	6,367	Sep-18	2018	9	81.0%
R12	153	1,104	5,657	Sep-18	2018	9	81.8%
C2	230	1,106	2,838	Oct-18	2018	10	68.0%
C4	482	1,280	3,559	Oct-18	2018	10	66.9%
G12	188	290	1,667	Oct-18	2018	10	77.7%
G14	118	438	1,964	Oct-18	2018	10	77.9%
R12	46	404	1,908	Oct-18	2018	10	80.9%

AVERAGE 81.1%

Ridership Details, Greenbelt Area Routes

July 2017 through October 2018

Monthly Service Days		Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Saturday		5	4	5	4	4	5	4	4	5	4	4	5	4	4	5	4
Saturday (Supplem)		1			1	1		1	1					1			1
Sunday		5	4	5	5	5	6	5	4	4	5	5	4	5	4	6	4
Weekday		20	23	20	21	20	20	21	19	22	21	22	21	21	23	19	22
Total		31	31	30	31	30	31	31	28	31	30	31	30	31	31	30	31

Route Alpha	Service Type	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
C2	Saturday	12,460	10,681	12,325	10,241	8,593	10,550	7,412	7,760	11,600	9,408	9,256	12,052	10,443	10,003	12,401	9,567
C2	Saturday Supple	NULL	NULL	NULL	3,321	3,427	NULL	1,793	2,491	NULL	NULL	NULL	NULL	NULL	NULL	NULL	3,426
C2	Sunday	4,900	2,570	3,664	2,914	2,482	2,361	1,690	1,855	1,845	2,671	2,824	1,839	2,565	2,324	3,262	2,121
C2	Weekday	77,127	85,278	77,909	81,695	73,499	65,419	64,115	61,458	66,952	75,232	80,047	73,156	71,978	76,537	65,267	76,239
C4	Saturday	22,726	19,952	23,647	20,704	17,596	19,727	14,116	14,326	19,439	16,816	16,896	20,877	19,341	17,331	21,330	16,981
C4	Saturday Supple	NULL	NULL	NULL	4,924	5,367	NULL	3,518	4,168	NULL	NULL	NULL	NULL	NULL	NULL	NULL	5,043
C4	Sunday	30,630	21,316	27,226	24,543	21,885	23,941	16,592	15,181	17,132	21,606	23,286	17,044	22,549	18,925	26,067	18,947
C4	Weekday	114,231	124,505	119,554	125,069	114,927	103,084	91,337	93,325	106,581	113,892	120,452	111,177	103,266	116,632	100,450	121,173
G12	Saturday	2,861	2,273	2,653	2,217	1,932	2,540	1,594	1,553	2,403	2,003	1,995	2,717	2,606	2,190	2,972	2,095
G12	Saturday Supple	NULL	NULL	NULL	624	813	NULL	387	485	NULL	NULL	NULL	NULL	NULL	NULL	NULL	1,131
G12	Sunday	2,149	1,543	1,939	1,744	1,503	1,470	1,352	1,091	1,313	1,560	1,614	1,371	1,800	1,473	2,968	1,525
G12	Weekday	21,520	22,832	23,359	23,919	20,367	18,723	19,104	18,416	20,922	21,253	23,242	21,663	19,936	20,560	18,433	24,759
G14	Saturday	4,275	3,722	4,585	3,822	3,290	3,715	2,681	2,796	4,090	3,529	3,403	4,391	3,992	3,650	4,244	3,385
G14	Saturday Supple	NULL	NULL	NULL	1,352	1,132	NULL	743	855	NULL	NULL	NULL	NULL	NULL	NULL	NULL	1,433
G14	Sunday	3,814	2,481	3,375	2,988	2,411	2,898	2,204	1,861	2,222	2,550	2,960	2,158	3,045	2,544	3,692	2,298
G14	Weekday	33,195	37,667	34,202	36,446	32,471	28,002	28,095	28,329	29,282	31,116	31,763	31,570	34,372	35,162	28,834	34,794
R12	Saturday	3,062	2,673	3,213	2,401	2,241	2,548	1,781	1,746	2,708	2,169	2,028	2,933	2,352	2,406	2,541	2,082
R12	Saturday Supple	NULL	NULL	NULL	668	790	NULL	456	570	NULL	NULL	NULL	NULL	NULL	NULL	NULL	392
R12	Sunday	366	NULL	4	10	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	63
R12	Weekday	28,632	33,538	30,333	30,156	28,245	26,188	25,209	24,597	26,823	28,240	29,820	28,414	28,259	32,126	25,984	31,208
WMATA System-	Weekday	7,472,386	8,644,918	8,057,781	8,442,393	7,586,421	6,874,827	7,162,577	6,974,967	7,435,931	7,882,137	8,443,529	7,834,086	7,527,889	8,479,914	7,294,505	8,471,554
WMATA System-	Saturday	983,337	803,598	983,601	810,404	714,797	847,913	650,798	668,053	911,537	772,547	761,293	968,002	886,284	797,070	966,025	743,042
WMATA System-	Saturday Supplemental				231,575	248,976		156,598	184,672								
WMATA System-	Sunday	922,405	603,741	766,160	710,090	630,949	693,825	547,882	485,591	537,054	679,304	713,455	545,802	713,277	577,391	819,063	546,887
SUM		361,948	371,031	367,988	379,758	342,971	311,166	284,179	282,863	313,312	332,045	349,586	331,362	326,504	341,863	318,445	358,662

CUSTOMER FEEDBACK, GREENBELT AREA ROUTES
Sept 2017 through Oct 2018

COMPLAINT CATEGORY	Jul-17	Aug-17	Sep-17	Oct-17	##	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Total	Percent
Rude Employee	4	4	7	8	3	9	7	3	8	8	9	3	5	98	18.9%
Accident	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0.2%
Commendation	0	0	1	0	0	2	0	3	2	2	2	2	2	18	3.5%
Delays	3	5	9	6	7	1	0	2	3	3	7	5	10	72	13.9%
Did Not Follow Route	0	0	1	0	2	0	0	1	0	0	0	0	0	4	0.8%
Did Not Stop	9	4	6	5	13	6	6	6	6	6	11	2	7	99	19.1%
Early	4	1	2	1	4	3	3	2	0	1	1	3	5	40	7.7%
Farebox	2	0	1	2	2	0	2	1	0	1	0	0	0	11	2.1%
Following Procedures	2	1	2	2	1	3	0	4	0	1	0	2	1	22	4.2%
Harassment	0	0	0	0	0	0	0	0	1	0	0	1	0	3	0.6%
Inaccurate Information	0	0	1	1	0	0	2	0	0	1	0	0	1	10	1.9%
Injury	0	0	0	0	1	0	1	1	0	0	0	0	0	4	0.8%
Maintenance	1	1	0	0	2	1	1	3	1	0	0	0	1	14	2.7%
No Show	0	3	5	5	8	4	2	1	2	4	7	6	8	61	11.8%
Property Damage	0	0	0	0	2	0	0	0	0	0	0	1	0	3	0.6%
Request Additional Service	0	0	1	0	0	0	0	0	0	1	1	0	0	5	1.0%
Rush Hour Promise	0	0	0	0	0	0	1	0	1	1	1	0	2	10	1.9%
Safety	0	1	1	0	0	0	1	1	1	0	1	1	1	9	1.7%
Service Disruption	0	1	0	0	0	0	0	0	0	0	0	0	0	3	0.6%
Unsafe Operation	3	4	0	1	3	3	2	3	2	1	0	4	1	31	6.0%
Total	28	25	37	31	49	32	28	31	27	30	40	30	44	518	100.0%

COMPLAINT CATEGORY	R12	G12	G14	G16	Percent
Rude Employee	14	12	18	0	18.9%
Accident	0	0	0	0	0.2%
Commendation	1	3	2	0	3.5%
Delays	20	9	15	0	13.9%
Did Not Follow Route	0	0	1	0	0.8%
Did Not Stop	9	12	13	0	19.1%
Early	5	15	13	0	7.7%
Farebox	0	4	0	0	2.1%
Following Procedures	3	2	7	0	4.2%
Harassment	2	0	1	0	0.6%
Inaccurate Information	1	1	3	0	1.9%
Injury	0	1	1	0	0.8%
Maintenance	1	1	6	0	2.7%
No Show	14	16	15	0	11.8%
Property Damage	1	0	0	0	0.6%
Request Additional Service	0	1	1	0	1.0%
Rush Hour Promise	3	3	0	0	1.9%
Safety	0	2	3	0	1.7%
Service Disruption	1	0	1	0	0.6%
Unsafe Operation	3	4	6	0	6.0%
Total	78	86	106	0	100.0%
Percent	15.1%	16.6%	20.5%	##	

METROBUS SERVICE PERFORMANCE MONITORING FOR GREENBELT

AVERAGE WEEKDAY RIDERSHIP

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2017	12,632	13,414	12,948	13,622	14,243	13,779	13,735	13,210	14,268	14,156	13,475	12,071
2018	10,850	11,901	11,389	12,844	12,969	12,666	12,277	12,218	12,577	13,099		

MONTHLY RIDERSHIP

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2017	324,948	326,773	358,755	353,827	387,452	370,318	361,948	371,031	367,988	379,758	342,971	311,166
2018	284,179	282,863	313,312	332,045	349,586	331,362	326,504	341,863	318,445	358,662		

AVERAGE WEEKDAY OTP

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2017	84%	84%	83%	83%	82%	82%	85%	85%	80%	80%	78%	80%
2018	83%	82%	83%	82%	80%	83%	84%	82%	77%	74%		

MONTHLY TRANSFERS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2017	1,215	1,159	1,402	1,276	1,364	1,436	1,514	1,352	1,293	1,393	1,193	1,158
2018	1,028	1,048	1,048	1,069	1,158	1,174	905	1,024	847	962		

MONTHLY COMPLAINTS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2017	18	16	19	21	23	21	28	25	37	31	49	28
2018	30	28	32	28	31	27	30	40	30	44		