Public Comment Period -
3 min per speaker

Agenda Item #1
Commission Updates

Agenda Item #3
King Street Place
Agenda Item # 4
Background

• 2015 Lower King Street Multimodal Feasibility Study
• Council request to include Lower King Street in interdepartmental long-range work plan
• October 2019 – Staff update to Council with proposed timeline for 2020 Pilot Program
• October to Present – Business outreach
• Concept development and refinement
• December 2019 – Waterfront & Transportation Commission briefings for comment
• January 8 – Old Town Civic Association
Business Outreach

• Oct-January: Individual business meetings & online surveys
• January: Small Business Development Association, Old Town Business Association, Visit Alexandria Board & Open House
• Concerns
  • Deliveries
  • Valet
  • Pick up/drop off (Taxis, Food delivery, handicap, seniors)
  • Safety
  • Retail request for pedestrians closer to frontage
• Highly supportive of project
Loading and Unloading

AM Loading zone
Key Components

• Remove parking on 100 Block at all times
• Remove vehicular traffic during the weekends
• Include public space in Unit Block
• Include loading zones/delivery/valet/PUDO spaces
• Reroute Trolley
• Two parklets for public space
• “Pilots within a Pilot”
• Evaluation: traffic, parking, business success, community feedback, etc.
Next Steps

• January 15 - Request TC Endorsement
• January 21 – Waterfront Commission Endorsement
• January 21 – Old Town Business Association
• January 23 – Business Open House
• January 27 – Traffic & Parking Board Oral Update
• January 28 – City Council Oral Update
• February 25 – City Council Resolution
• February/March – Finalize Design/Procurement
• March 23 – Traffic and Parking Board Approval
• April 18 – Target Project Launch
Bus Transformation Project
Agenda Item # 5
Overview

1. The Need to Transform the Bus
2. Bus Transformation Strategy
3. Action Plan
4. Next Steps
Congestion, affordability, and mobility are major problems in the DC region that will only continue to grow.

**Bus’s Value Proposition**

Bus is a major part of the region’s transportation system, carrying 600,000 daily trips.

- Much of our region’s population depends on bus as their only way to travel
- Rapid, effective bus service is fundamental to our region’s prosperity
- Most cost-effective and efficient way to move the most people quickly, safety, and rapidly

**Core challenges**

- Meeting customer needs
- Keeping up with changing technology
- Coordinating across the region
- Maintaining a sustainable cost structure
- Deciding how service is paid for
Collaborative transformation: a broad and deep process

Quality bus service is a shared responsibility:

- Bus service providers
- Departments of transportation who own, operate, and enforce streets and curbs
- Funding partners

Working together is critical to ensuring the bus system meets customer needs

More than a year of public and stakeholder input, including:

- 140 participants in September 2018 Kickoff Summit
- 8,800+ public survey responses
- 13 Metrobus operator listening sessions
- 4 Focus Groups
- 23 Executive Steering Committee meetings*
- 16 Technical Team meetings*
- 8 Strategy Advisory Panel meetings*
- 45 External project briefings
- 3 Public Open House events
- 33 Pop-up events
- 14 WMATA Leadership Team meetings*
- 285 Social media posting
- 312,000 people reached via social media

*All project committee members can be found on the last page of the Strategy Summary and the Action Plan Summary, available on the project website.
## Strategy Recommendations

The strategy to achieve the vision and goals is built around four recommendations:

<table>
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<tr>
<th></th>
<th>Frequent and Convenient Bus Service</th>
<th>Bus Priority on Roadways</th>
<th>Customer Experience</th>
<th>Task Force to Implement the Strategy</th>
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<tr>
<td>1</td>
<td>Provide frequent and convenient bus service that connects communities and promotes housing affordability, regional equity, and economic growth</td>
<td>Give buses priority on roadways to move people quickly and reliably</td>
<td>Create an excellent customer experience to retain and increase ridership</td>
<td>Empower a publicly appointed Task Force to transform bus and lead the implementation of a truly integrated regional system</td>
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Changes Based on Feedback from the City of Alexandria:

- **Removed recommendation to ‘transfer service’,** but included recommendation for the WMATA Board to revisit the definition of “regional” and “non-regional” service.

- **Delayed the start of the Task Force to enable further discussion in the region.** The Action Plan identifies existing entities to advance recommendations while discussions seek to improve several aspects of bus governance:
  - Accountability
  - Visibility
  - High-Level Collaboration
  - Regional Solutions to Regional Problems

- **Removed recommendation to consolidate back-office functions**
What is Different in the Final Strategy

New Recommendations Based Public Feedback:

• A regional rider feedback platform as a response to public input that riders should be a part of shaping their system
• On-board safety for drivers and passengers
• Bus cleanliness and comfort
• Customer service

Other Changes:

• Four key recommendations from six in the draft strategy still incorporated the elements supported by the City including:
  • Creating an excellent customer experience
  • Providing frequent and convenient bus service
  • Prioritizing bus on the region’s roadways
Provide frequent and convenient bus service that connects communities and promotes housing affordability, regional equity, and economic growth

A. Establish regional standards across bus systems to provide consistent bus service, tailored by location and time of day

B. Collect and share standardized bus operations and performance data across agencies to improve transparency and better plan bus service

C. Collaboratively restructure the region’s bus network to create the most efficient and customer-focused bus system*

D. Cooperatively assess Metrobus’ current service definitions and funding allocation formula using the Metro Board’s Authority

E. Leverage existing efforts by transit providers to operate flexible on-demand services to supplement the fixed route network where and when warranted

* Through a Mass Transit Plan as required by the WMATA Compact

These recommendations will result in:

- Increased responsiveness to customer demand for service
- Increased access to transit (frequency, schedule, span)
- Convenient service that is direct and coordinated among providers
- Increased bus ridership
- More efficient use of resources

Recommendation BusTransformationProject.com
Obtain commitments from state and local agencies (including roadway owners) to adopt consistent guidelines, bolster jurisdictional capital spending, and expedite coordinated implementation of bus priority.

Implement enforcement policies that establish bus priority and result in reliable and fast service.

Establish a capital program at Metro that supports accelerated implementation of bus priority projects including BRT.

Support regional congestion mitigation efforts that bolster bus priority and move more people more efficiently.

These recommendations will result in:

- Reduced journey time for bus riders
- Increased on-time performance
- Increased ridership
- Increased frequency and decreased bus operating costs
- Improved corridor traffic conditions for all vehicles
- Improved regional productivity and competitiveness
3 Create an excellent customer experience to retain and increase ridership

Equip riders with high-quality, accurate, and easily accessible information to plan a trip

Ensure that accurate, real-time service information for all providers is available in one place

Make bus service easy to understand with legible maps and customer-friendly route names across providers

Expand marketing efforts to enhance visibility of bus options and benefits

Make paying bus fares easier

Provide free transfers between bus and rail

Provide reduced fare options for low-income riders

Create a mobile solution to plan and pay for trips in one place

Develop new regional passes that work across all providers, and make bus fares clear and understandable

Incentivize more employers to offer transit benefits

These recommendations will result in:

- Increased customer satisfaction
- More affordable transportation for residents that need it most
- Increased transit ridership
- Less congestion on our region’s roads
- Reduced safety incident rates at bus stops and on buses
- Reduced environmental impact of transportation
3 Create an excellent customer experience to retain and increase ridership

Make it safer and more pleasant to ride the bus

- Make bus stops and shelters safe, comfortable, accessible, and technology-enabled
- Advance technology and programs that improve the safety of everyone on board by partnering with riders, bus operators, and unions
- Empower front-line staff to provide exceptional customer service
- Ensure that all buses meet the highest standards of comfort and cleanliness

Pursue innovation and bus improvement

- Advance new vehicle technologies to improve bus’ environmental footprint and efficiency
- Establish a Regional Mobility Innovation Lab to systematically share knowledge and accelerate improvements such as service provision, customer experience, and bus operator and passenger safety

These recommendations will result in:

- Increased customer satisfaction
- More affordable transportation for residents that need it most
- Increased transit ridership
- Less congestion on our region’s roads
- Reduced safety incident rates at bus stops and on buses
- Reduced environmental impact of transportation
Empower a publicly appointed Task Force to transform bus and lead the implementation of a truly integrated regional system

- Convene a Task Force to *oversee implementation* of the Strategy and *provide long-term leadership* for the region’s bus system.
  - Purpose is to provide:
    - Accountability
    - Visibility
    - High-Level Collaboration
    - Regional Solutions to Regional Problems

- Facilitate an independently published *annual progress report* on Bus Transformation Strategy implementation and a *bus performance scorecard* to track the level of service delivered to customers.

- Develop a *platform for rider feedback*, administered by the Task Force, and an ongoing mechanism for incorporating feedback into regular revisions of the Strategy recommendations.

*These recommendations will result in:*

- The public will experience a *unified bus system* that is *customer-responsive*.
- *Customer representation* for strong customer accountability.
- *Integrated decision making* and efficient use of public resources.
- *Better coordination* of operations and facilities, services and guidelines.

BusTransformationProject.com
Examples of Activities Underway in the Region

- Flexible service pilot in Montgomery County
- BRT in Montgomery County and Northern Virginia
- Joint storage/maintenance facilities between WMATA and Montgomery County
- Electric buses in DC Circulator and RideOn Fleet
- AV shuttle pilot in Fairfax County
- Dedicated bus lanes in DC
- Microtransit service in DC
- Exploring opportunities for joint storage/maintenance facilities and connected traffic signals in Prince George’s County
- Transit signal priority across the region

Progress to date on all Strategy recommendations by agencies in the region is provided at www.bustransformationproject.com
Plan Of Action

1. Provide frequent and convenient bus service
   - Establish regional standards across bus systems to provide consistent bus service, tailored by location and time of day.
   - Collect and share standardized bus operations and performance data across agencies to improve transparency and better plan bus service.
   - Collaboratively restructure the region’s bus network to create the most efficient and customer-focused bus system.
   - Cooperatively assess Metrorubus’ current service definitions and funding allocation formula using the WMATA Board’s Authority.
   - Leverage existing efforts to provide flexible on-demand services where and when fixed route service is not efficient, through collaborative planning with bus operators and unions.

2. Give buses priority on roadways
   - Obtain commitments from state and local agencies (including roadway owners) to adopt consistent guidelines, bolster jurisdictional capital spending, and expedite coordinated implementation of bus priority.
   - Implement enforcement policies that establish bus priority and result in reliable and fast service.
   - Establish a capital program at WMATA that supports accelerated implementation of bus priority projects, including BRT.
   - Support regional congestion mitigation efforts that bolster bus priority and move more people more efficiently.

3. Create an excellent customer experience
   - Ensure that accurate, real-time service information for all providers is available in one place.
   - Make bus service easy to understand with legible maps and customer-friendly route names across providers.
   - Expand marketing efforts to enhance visibility of bus options and benefits.
   - Provide full transfer discount between local bus and Metrorail.
   - Provide reduced fare options for low-income riders.
   - Create a mobile solution to plan and pay for trips in one place.
   - Develop regional passes that work across all providers and make bus fares clear and understandable.
   - Incentivize more employers to offer transit benefits.
   - Make bus stops and shelters safe, comfortable, accessible, and technology-enabled.
   - Advance technology and programs that improve the safety of everyone on board by partnering with riders, bus operators, and unions.
   - Empower front-line staff to provide exceptional customer service.
   - Ensure that all buses meet the highest standards of comfort and cleanliness.
   - Advance new vehicle technologies to improve bus’ environmental footprint and efficiency, such as electric buses and automation.
   - Establish a Regional Mobility Innovation Lab to systematically share knowledge and accelerate improvements in service provision, customer experience, and bus operator and passenger safety.

4. Empower a publicly appointed task force
   - Convene a task force to ensure implementation of the Strategy and provide long-term leadership for the region’s bus system.
   - Facilitate an independently published annual Progress Report on Bus Transformation Strategy Implementation and a Bus Performance Scorecard to track the level of service delivered to customers.
   - Develop a platform for rider feedback, administered by the task force, and an ongoing mechanism for incorporating feedback into regular reviews of the Strategy recommendations.
Action Plan – Key Outcomes of Implementing the Bus Transformation Strategy

Customers will have...

• ...a more seamless experience using the region's transit system
• ...bus service that better matches their needs and demands
• ...faster and more reliable trips
• ...less expensive trips, especially low-income passengers
• ...accurate, easy-to-use, accessible information that makes it easy to use the region’s transit system
• ...safer and more comfortable experience when riding and waiting for the bus
• ...a voice in shaping the Bus Transformation Strategy as it evolves

The region’s transit system will see...

• ...increased ridership
• ...higher operating cost efficiency
• ...improved customer satisfaction
• ...less congestion on the region’s roads
• ...reduced environmental impact of transportation
• ...better coordination in regional decision making
Next Steps to Transform the Bus

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<tr>
<th>Committee/Commission</th>
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<tbody>
<tr>
<td>WMATA Safety and Operations Committee</td>
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<td>TPB Tech Committee</td>
<td>12/6/2019</td>
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<td>TPB</td>
<td>12/18/2019</td>
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- **Present Strategy and seek endorsements** from local and regional councils/boards on Strategy
- **Empower Metro, bus providers, jurisdictions** to:
  - Lead on actions within their control
  - Partner to implement regional actions
- **Recognize current financial realities, while showing progress of a bus system that is a fast, frequent, reliable, affordable system that feels unified**

The Strategy and Action Plan are available at bustransformationproject.com
Leadership in Transforming the Bus

Actions where the City can **Lead:**

- Implementation of bus priority projects and enforcement
- Implement free transfers between Metrorail and DASH
- Implement low income fare products for Alexandria residents
- Test and evaluate zero emissions buses for integration into the DASH fleet
- Ensure that accurate, real-time information is available for DASH services
- Continue to improve bus stops and shelters

**Partner with others in the Region:**

- Study the restructuring of the Metrobus network to create an efficient and customer-focused network
- Establishment of service standards
- Collect and share operations and performance data
CY2020 Transportation Commission Work Plan

Agenda Item #6
## DRAFT 2020 Transportation Commission Work Plan

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<th>City Planning Studies</th>
<th>Dec</th>
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### Transportation Funding

| Transportation TIP - Unfunded Projects  |      |     |      |      |      |      |      |      |      |      |      |      |      |
| FY2021-2026 City Budget               |      |     |      |      |      |      |      |      |      |      |      |      |      |
| 8 Year Plan / MDTP / OMAQ Funding Request |      |     |      |      |      |      |      |      |      |      |      |      |      |
| Transportation Land Use Connections   |      |     |      |      |      |      |      |      |      |      |      |      |      |
| NVTA 7% Funding                       |      |     |      |      |      |      |      |      |      |      |      |      |      |
| FY2026-27 Smart Zone Grants           |      |     |      |      |      |      |      |      |      |      |      |      |      |

### Transportation Programs

| TDM Program                            |      |     |      |      |      |      |      |      |      |      |      |      |      |
| Vision Zero Action Plan Implementation |      |     |      |      |      |      |      |      |      |      |      |      |      |
| Capital Bikeway Expansion              |      |     |      |      |      |      |      |      |      |      |      |      |      |
| Complete Streets/Blue Red Implementation |      |     |      |      |      |      |      |      |      |      |      |      |      |
| Smart Mobility / Parking Technologies |      |     |      |      |      |      |      |      |      |      |      |      |      |

### Regional Projects/Plans

| DC to Richmond High-Speed Rail (DCRTVA) |      |     |      |      |      |      |      |      |      |      |      |      |      |
| Blue Orange Silver Line Study (WMATA)  |      |     |      |      |      |      |      |      |      |      |      |      |      |
| Bus Transformation Project (WMATA)     |      |     |      |      |      |      |      |      |      |      |      |      |      |
| WMATA 2022 Budget                      |      |     |      |      |      |      |      |      |      |      |      |      |      |

*Commission Update / Presentation: Item requiring commission action / Consent item*
Purpose:
• To plan and organize the TC work program
• To prepare for upcoming items

Objective:
• To receive input from the Transportation commission and discuss the work plan
Major items for the CY2020 Work Plan

• Electric vehicle charging infrastructure strategy
• Alexandria Mobility Plan
• Mt. Vernon/Arlandria initiatives
• WMATA planning efforts
• Grant funding applications
• Budget guidance
• Biannual Long Range Plan
  • Prioritize unfunded projects from prior plans

• Alexandria Mobility Plan
  • Establish priorities for the next decade

Discussion
• Should we reconsider the approach to the LRP this year given the AMP?
Action:

• To receive input from the TC for the finalization of the CY2020 Transportation Commission Work Program
Updates to Receive

Agenda Item #6
Other Business
Agenda Item #7