



District Department of Transportation

DC Circulator 2018 Service Changes

Outreach Results Report

May 2018



2018 Service Changes

Outreach results report

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1.0 Proposed Major Service Changes

As part of the DC Circulator Transit Development Plan (TDP) 2017 Update, DDOT proposed changes to better align DDOT resources with growing activity centers and improve the reliability of DC Circulator service. DDOT conducted extensive outreach and received 3,498 comments on proposed route alignments. In December 2017, DDOT proposed six major service changes as part of a package of 2018 Major Service Changes that aligned with the recommendations of the 2017 TDP Update.

The 2018 Proposed Major Service Changes include reconfiguration of two routes and the addition of regular late-night service between McPherson Square and Union Station, as well as a proposed fare media change to eliminate the use of DC Circulator-exclusive paper passes. The proposed major service changes are:

1. Potomac Avenue Metro – Skyland (PS) Route:
 - Realign route to serve Union Station and Congress Heights Metro via Barracks Row and Downtown Anacostia
 - Revise route schedule to include year-round Saturday service from 7:00 AM – 9:00 PM and new Sunday service 7:00 AM – 9:00 PM
2. Union Station – Navy Yard Metro (US-NY) Route:
 - Realign route to serve Eastern Market Metro to L’Enfant Plaza Metro via Barracks Row, Navy Yard Metro, M Street SE/SW, and Waterfront Metro
 - Revise route schedule to include permanent year-round Saturday service from 7:00 AM – 9:00 PM and new Sunday service 7:00 AM – 9:00 PM
3. Georgetown – Union Station (GT-US) Route:
 - Revise schedule to include year-round late-night service between McPherson Square and Union Station from 9:00 PM to 3:00 AM on Friday and Saturday
4. Payment Method Change:
 - Eliminate unlimited-use paper bus passes. These are currently valid only on DC Circulator. The WMATA unlimited Regional Bus Pass available to load on SmarTrip® cards will still be accepted. No change was proposed to the base fare of \$1 per trip.

On December 15, DDOT released these changes for public comment. This memo summarizes the results of the public comment period, which closed on February 16, 2018.

2.0 Comments Collection Methodology

2.1 Comments Collection and Documentation

DDOT collected comments on the 2018 DC Circulator Proposed Service Changes through a comment form available online and on paper forms on every DC Circulator bus. The goal of the comment form was to collect feedback on the six proposed changes. To comply with DDOT's Title VI plan, the comment form asked demographic questions regarding primary language, race, and household income.

The online comment form was available in both English and Spanish, and both were linked on the DC Circulator website with additional information about the service changes in their respective language. The paper comment form was only available in English and had Spanish-language directions on the front to submit a comment through the Spanish online comment form. Paper comment forms were available on the buses, and respondents could leave completed comment forms in bags on the buses or mail them directly to DDOT. Respondents could also provide comments at the public hearing held on January 4, 2018 from 7:00 PM to 9:00 PM at the Miracle Theatre (535 8th Street SE, Washington, DC 20003), at the open house held at the Anacostia Library (1800 Good Hope Road SE, Washington, DC 20020) on January 31, 2018 from 5:30 PM to 8:30 PM, or via email or letter to DDOT project managers. These comments were compiled between December 15, 2018 and February 16, 2018. The comment period was extended from an original close date of January 15, 2018 to provide community members additional time to provide feedback.

2.2 Promotion of Comment Period

The comment period was advertised on DC Circulator and DDOT websites, through social media (Facebook, Twitter, and Instagram), to Advisory Neighborhood Commissions (ANCs), with the Mayor's Community Relations staff and through listservs, blogs, the Washington Post, and local news. In addition, on January 24th and January 25th, from 6:30 AM to 9:30 AM, and from 3:00 PM to 6:00 PM, street teams passed out 3,547 postcards and comment forms to DC Circulator riders at eight impacted stops. The postcards advertised the Anacostia Open House and the ways people could provide comments. See Appendix B for the full report.

DDOT staff attended the following community meetings to promote the comment period:

- ANC 7B meeting on Thursday, January 18.
- special Ward 8 ANC commissioners meeting, Saturday, January 27.

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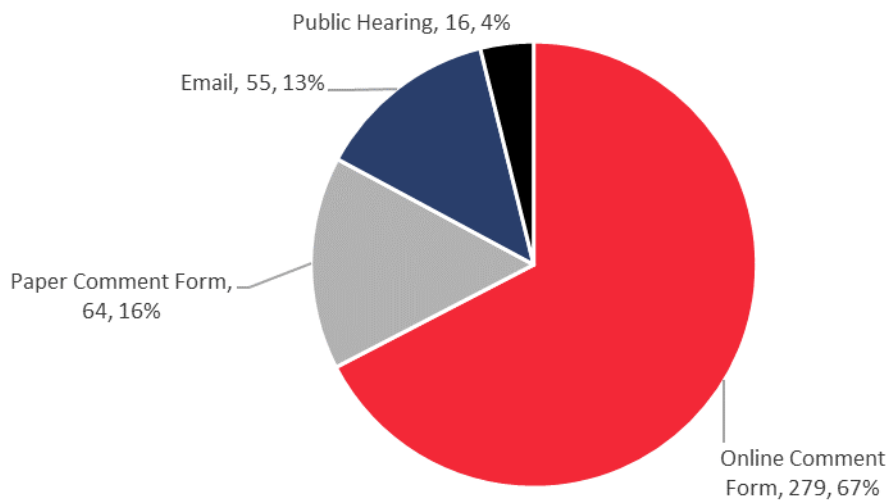
- Anacostia Coordinating Council meeting, Tuesday, January 30.
- ANC 8A meeting on Tuesday, February 6.
- Southwest “Strike Force” meeting convened by the Southwest BID and Councilmember Charles Allen’s office on Friday, February 9.
- ANC 7B meeting on February 15.

The results are presented in **Sections 3.0 through 8.0**. Discussion of the results is in **Section 9.0**. The full text of the comment form is provided in **Section 10.0**.

3.0 Comment Type

DDOT received a total of 414 responses (see **Figure 1**). Of the responses received, the majority, 67 percent, were received online, while 16 percent were received via a paper form, either on the bus or mailed to DDOT’s offices. An additional 13 percent were received via email and 4 percent were received at the public hearing on January 4, 2018.

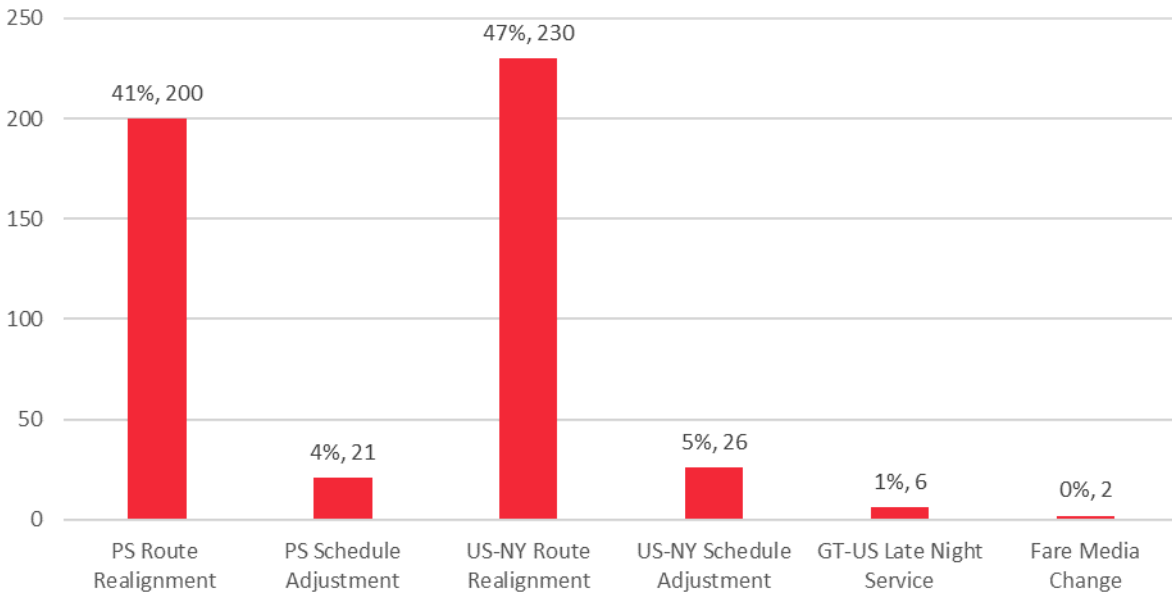
Figure 1 | Comment Method (n=414)



Since responses could include multiple topics, the number of comments do not reflect the number of responses received. From the 414 responses, 485 comments were received. Overall, most of the comments, 89 percent, were related to route realignments (see **Figure 2**). Nearly half, 47 percent, were related to the Union Station – Navy Yard Metro route realignment, while 41 percent were related to the

Potomac Avenue Metro – Skyland via Barracks Row realignment. Comments about service hour changes made up only 10 percent of all comments, and payment method changes accounted for less than one percent of the comments.

Figure 2 | Comment Topic (n=485)



4.0 Potomac Avenue Metro – Skyland Service Changes

4.1 Route Realignment

DDOT proposed realigning the existing PS route to serve Union Station and Congress Heights Metro via Barracks Row and Downtown Anacostia. A total of 200 comments mentioned this proposed change (see **Table 1**). A total of 69 comments, or 35 percent, supported the change; 28 comments, or 14 percent, provided constructive criticism; and 103 comments, or 52 percent, opposed the change.

Table 1 | PS Route Realignment Feedback

Feedback Type	Comments	Percent of Comments
Support Change¹	69	35%
Provided Constructive Criticism²	28	14%
Oppose Change³	103	52%
Total	200	

Further analysis of comments related to this change shows that comments covered a wide breadth of topics (**Table 2**). Approximately 40 percent of all comments voiced opposition to a proposed change, while comments in support of a proposed change accounted for 37 percent of all comments. Neutral comments accounted for 24 percent. An individual comment could reflect supportive, neutral, and/or oppositional views, among multiple topics.

Some comments, 13 percent, noted the positive impact the proposed route would have on improving access to social services, employment and retail. These comments were largely from employees of Martha’s Table, whose new headquarters will be located along the proposed route. They noted the positive impact the route would have not only on their commute but for their clients. Another eight percent of comments noted the negative impact the route realignment would have on accessing social services and retail. These comments were largely from respondents living and working along Good Hope Road who expressed concern over not being able to access supermarkets and social service providers

¹ “Support Change” means the comment supported the proposed change.

² “Provided constructive criticism” means the comment recommended a change to the proposed service.

³ “Oppose Change” means the comment did not support the proposed change.

along the route in Downtown Anacostia such as Bread for the City. While many comments noted Metrobus alternatives, 11 percent expressed concern over these services that ranged from safety issues on the bus and at bus stops, to issues with overcrowding, on-time performance, and the increased cost of a Metrobus trip compared to the DC Circulator.

Table 2 | Topics Mentioned in PS Realignment Feedback

Topic	Comments Addressing Topic	Percent of Comments Addressing Topic
Impact on access to social services/retail (positive)	44	13%
Don't like existing alternative	37	11%
Like existing alternative	37	11%
Impact commute or commuters (positive)	36	11%
Preferred proposed route use different alignment	32	9%
Impact on access to social services/retail (negative)	27	8%
Other	25	7%
Affect senior citizens/ADA (negative)	17	5%
Concern about having to pay Metrobus or Metrorail fares	15	4%
Issue with location and/or safety of proposed bus stop	12	4%
Impact commute or commuters (negative)	12	4%
Affect school access (negative)	11	3%
No transit alternative available	10	3%
Request for additional information	8	2%
Need for Additional Hours	4	1%
Like future alternative	2	1%
Impact operations (negative)	2	1%
Fares (positive)	2	1%
Positive Circulator comment unrelated to proposed changes	2	1%
Doesn't like transit alternative	1	0%
Impact operations (positive)	1	0%
Change requires me to transfer	1	0%
Negative Circulator comment unrelated to proposed changes	1	0%

4.1 DDOT Response to Comments

The following statement summarizes the response to comments received on the PS realignment.

The Good Hope Road segment of PS has low ridership (17 passengers boarding per hour as compared to a system average of 26 passengers per hour), likely due to the overlap with many Metrobus routes. The route currently serves areas that do not demand high-frequency, all-day service, and provides service to a limited number of employment and entertainment trip generators while duplicating Metrorail service between Eastern Market and Potomac Avenue Metrorail Station. Realigning the route will use District resources most effectively. In response to comments, DDOT has worked with WMATA will increase frequency on the 92 Route during peak hours to alleviate crowding and allow riders to connect to Metrorail and other bus routes more rapidly. The W6 and W8 will continue to serve Good Hope Road and connect riders to the Anacostia Metro Rail Station. Additionally, the northern portion of the new Congress Heights to Union Station route will provide riders with a valuable connection to Union Station and Capitol Hill. The connection to Union Station will allow for greater connectivity for Southeast DC to the DMV region, as well as the opportunity to transfer to other buses and Metrorail. Overall, 58 percent of the TDP Phase I survey respondents ranked this proposed alignment higher than the existing route.

Although commenters noted that there would be negative impacts on seniors, or disabled populations, the Equity Analysis of the proposed service changes did not indicate a disparate impact on Title VI protected groups. See Appendix C for additional information on public comments.

4.2 Schedule Adjustment

DDOT proposed changing the existing Potomac Avenue Metro – Skyland route by revising the route schedule to include year-round Saturday service from 7:00 PM to 9:00 PM and new Sunday service from 7:00 AM to 9:00 PM. Only 21 comments mentioned this proposed change (see **Table 3**). A total of 17 comments, or 81 percent, supported the change, 3 comments, or 14 percent, provided constructive criticism while 1 comment, or 17 percent, opposed the change.

Many respondents were excited about accessing services on weekends. However, many supportive comments were from those who supported keeping the existing route but wanted weekend service on the existing route. Comments providing constructive criticism requested the route run even longer during evenings, especially on weekends. Additionally, some expressed concern that the hours would not match the WMATA Metrobus 94 Route’s existing span. The comment in opposition was from a

resident who lives on 8th Street SE and does not want additional bus service on 8th Street SE between Pennsylvania Avenue and Massachusetts Avenue due to the overall traffic volume on this road.

Table 3 | PS Route Schedule Change Feedback

Feedback Type	Comments	Percent of Comments
Support Change	17	81%
Provided Constructive Criticism	3	14%
Oppose Change	1	5%
Total	21	

5.0 Union Station – Navy Yard Metro Service Changes

5.1 Route Realignment

DDOT proposed realigning the existing US-NY route to serve Eastern Market Metro to L’Enfant Plaza Metro via Barracks Row, Navy Yard Metro, M Street SE/SW, and Waterfront Metro. A total of 230 comments mentioned this proposed change (see **Table 4**). Eighty-one comments, or 35 percent, supported the change; 41 comments, or 18 percent, provided constructive criticism; and 108 comments, or 47 percent, opposed the change.

Table 4 | US-NY Route Realignment Feedback

Feedback Type	Comments	Percent of Comments
Support Change	81	35%
Provided Constructive Criticism	41	18%
Oppose Change	108	47%
Total	230	

Further analysis of comments related to this change shows that comments covered a wide breadth of topics (see **Table 5**). Comments in opposition to a proposed change accounted for approximately 52 percent of all comments, while comments in support of a proposed change accounted for 29 percent. Neutral comments accounted for 19 percent. An individual comment could reflect supportive, neutral, and/or oppositional views, among multiple topics.

Many comments, 14 percent, noted the negative impact the proposed realignment would have on their commute. These comments were largely from commuters traveling between Union Station and the Library of Congress or Washington Navy Yard facility. There was concern from these respondents that no bus transit alternative existed, or the transit alternative that existed, Metrorail, was cost-prohibitive, overcrowded, and required a transfer. However, 12 percent of comments noted the positive improvements the proposed route would have for school children accessing Jefferson Middle School Academy. Nearly 11 percent of comments suggested alternatives for the alignment, which largely requested that the route follow the existing alignment and then extend to L’Enfant Plaza.

Table 5 | Topics Mentioned in US-NY Realignment Feedback

Topic	Comments Addressing Topic	Percent of Comments Addressing Topic
Impact commute or commuters (negative)	46	14%
Affect school access (positive)	40	12%
Don't like existing alternative	37	11%
Like existing alternative	37	11%
No Transit Alternative	35	10%
Alternative Preferences	31	9%
Impact access to social services/retail (negative)	19	6%
Impact access to social services/retail (positive)	16	5%
Affect senior citizens/ADA (negative) ⁴	13	4%
Bus Stop (General)	10	3%
Other	9	3%
Fares (negative)	9	3%
Change requires me to transfer	9	3%
Request for additional information	7	2%
Need for Additional Hours	7	2%
Affect school access (negative)	3	1%
Impact commute or commuters (positive)	3	1%
Fares (positive)	2	1%
Negative Circulator comment unrelated	2	1%
Impact operations (negative)	1	0%
Impact operations (positive)	1	0%

5.2 DDOT Response to Comments

The following statement summarizes the response to comments received on the PS realignment.

The Union Station- Navy Yard route has low ridership, especially during the mid-day and on weekends (17 passengers boarding per hour as compared to a system average of 26 passengers per hour). It also currently serves areas that do not demand high-frequency, all-day service. From end to end, the trip on the DC Circulator is 28 minutes. The same trip can be made on Metrorail with a transfer in less than 20 minutes between Union Station and the Navy Yard. In addition, the route often has detours in the area

⁴ Employees of the Library of Congress who stated they are senior citizens or disabled and the difficulty with getting to their place of employment without direct transit service.

due to Capitol Police or other police activity, as well as, events in the Capitol. DDOT is looking into funding additional trips on the Metrobus 97 route to extend its service in the peak periods. Public comment also expressed concerns regarding the turnaround proposed on D Street, SE. At this time DDOT will implement the route with an interim turn around on Pennsylvania Avenue, SE and 4th Street, SE. DDOT will discuss the turn around on D Street, SE as well as other improvements to the overall traffic operations and pedestrian safety improvement with the community this summer and fall. The realigned Union Station - Congress Heights route will serve Union Station and Navy Yard, maintaining the current connection from Union Station to the Navy Yard at the 8th and L Street stop and a new stop at 11th Street and O Street SE near the O Street gate to the Navy Yard. Overall, 80 percent of the TDP Outreach Phase II survey respondents chose this alignment as their preferred route. See Appendix C for additional information on public comments.

5.3 Schedule Adjustment

DDOT proposed changing the existing Union Station – Navy Yard Metro route by revising the route schedule to include year-round Saturday service from 7:00 PM to 9:00 PM and new Sunday service from 7:00 AM to 9:00 PM. Only 26 comments mentioned this proposed change (see **Table 6**). A total of 21 comments, or 81 percent, supported the change; 5 comments, or 19 percent, provided constructive criticism; and no comments opposed the change. Comments providing constructive criticism requested the route run even longer in the evening, especially on weekends to serve the Wharf and Southwest Waterfront amenities.

Table 6 | PS Route Schedule Change Feedback

Feedback Type	Comments	Percent of Comments
Support Change	21	81%
Provided Constructive Criticism	5	19%
Oppose Change	0	0%
Total	26	

6.0 Georgetown – Union Station Late Night Service

DDOT proposed changing the existing GT-US route by revising the schedule to include year-round late-night service between McPherson Square and Union Station from 9:00 PM to 3:00 AM on Fridays and Saturdays. Only six comments mentioned this proposed change (see **Table 7**). A total of 5 comments, or 83 percent, supported the change, while 1 comment, or 17 percent, opposed the change. The respondent that opposed the change felt it was unfair that the GT-US route would receive extended hours in comparison to other DC Circulator routes.

Table 7 | GT-US Route Schedule Change Feedback

Feedback Type	Comments	Percent of Comments
Support Change	5	83%
Provided Constructive Criticism	0	0%
Oppose Change	1	17%
Total	6	

7.0 Fare Media Change

DDOT proposed eliminating unlimited-use paper bus passes. These are currently valid only on the DC Circulator. The WMATA unlimited Regional Bus Pass available to load on SmarTrip® cards will still be accepted. No change was proposed to the base fare of \$1 per trip.

Only two comments mentioned this proposed change (see **Table 8**). One comment, or 50 percent, provided constructive criticism; while one comment, or 50 percent, opposed the change. The comment regarding constructive criticism asked for more information about the proposed fare media change, while the comment in opposition was concerned about the increased fare without the passes.

Table 8 | Fare Media Change Feedback

Feedback Type	Comments	Percent of Comments
Support Change	0	0%
Provided Constructive Criticism	1	50%
Oppose Change	1	50%
Total	2	

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8.0 Respondent Demographics

To comply with DDOT’s Title VI plan, survey respondents were asked three demographic questions:

1. What is your primary language used at home?
2. What is your race/ethnicity?
3. About what is the total monthly income for yourself and all members of your immediate family living in your house?

The survey stated that all questions were optional. Results were compared to the 2016 Customer Survey to assess how the survey respondents compare to the general DC Circulator rider demographics. This is one method for DDOT to determine the effectiveness of the outreach. The same comparison was performed during the TDP 2017 Update outreach campaign.

Potential discrepancies between the customer survey profile and the service change profile may be because the survey addressed specific route changes while the customer survey covered the entire system.

8.1 Primary Language Used at Home

When asked their primary language used at home, respondents could choose from English, Spanish, American Sign Language, Amharic, French, Chinese, Tagalog, Vietnamese, or Other. The majority, 320 out of 330 respondents, or 97 percent, chose English as their primary language used at home. Out of the remaining 3 percent, 3 respondents marked Spanish, and 3 respondents marked Other (see **Figure 3**). Compared to the 2016 Customer Survey (see **Table 9**), this is a significant increase in the number of respondents who marked their primary language as English, and a decrease in the number of respondents who marked Spanish.

Figure 3 | Count of Primary Languages excluding English (n=330)

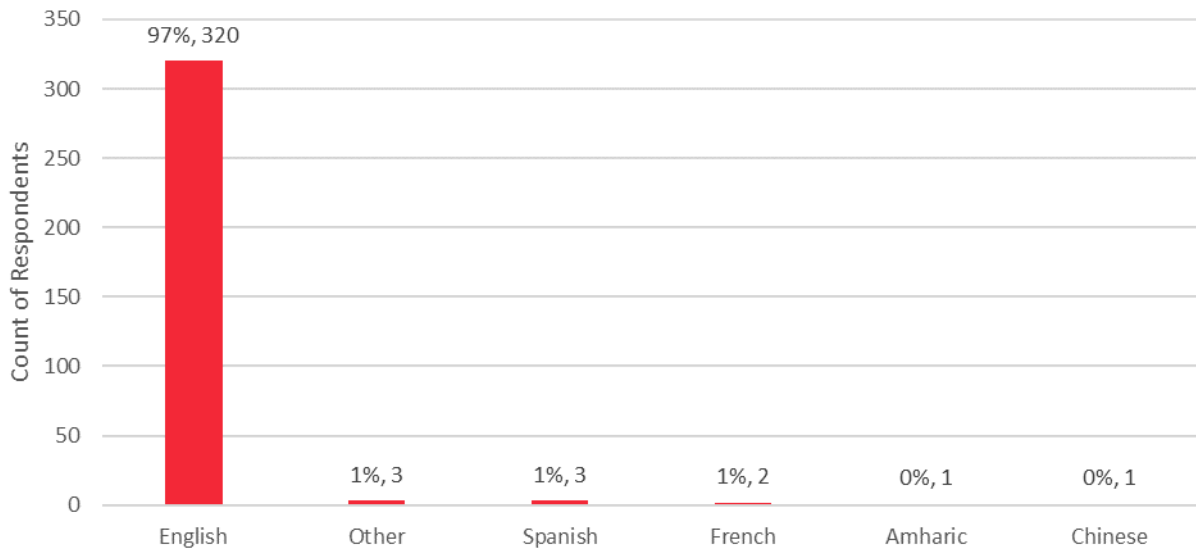


Table 9 | Comparison of Primary Language Responses between DC Circulator Surveys

Language	2016 Customer Survey (n=1,234)	2018 Service Change Comment Form (n=330)
English	84%	97%
Spanish	10%	1%
Amharic	0%	0%
French	2%	1%
Chinese	2%	0%
Tagalog	0%	0%
Vietnamese	1%	0%
American Sign Language	N/A	0%
Other	1%	1%

8.2 Race or Ethnicity

When asked their race or ethnicity, 145 respondents, or 48 percent, marked their race as White. Another 118 respondents, or 39 percent, marked their race as Black or African American (see **Figure 4**). Compared to the 2016 Customer Survey (see **Table 10**), this is a significant increase in the number of respondents who identify as White.

Figure 4 | Count of Race/Ethnicity (n=305)

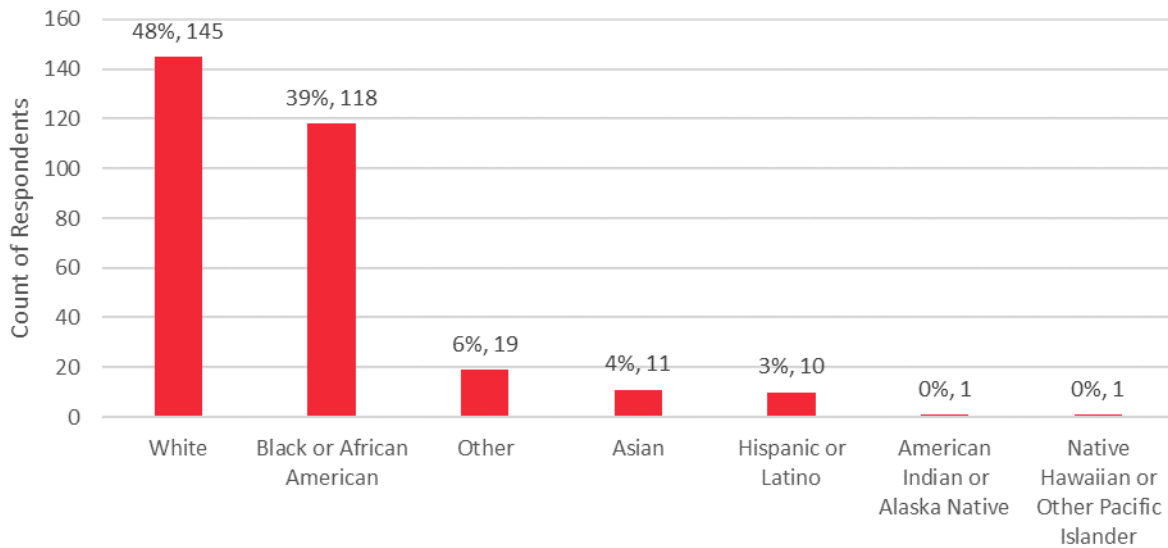


Table 10 | Comparison of Race/Ethnicity Responses between DC Circulator Surveys

Race/Ethnicity	2016 Customer Survey (n=1,198)	2018 Service Change Comment Form (n=305)
White	31%	48%
Black or African-American	44%	39%
Asian	6%	4%
Hispanic or Latino	13%	3%
Other	3%	6%
American Indian or Alaska Native	3%	0%
Native Hawaiian or other Pacific Islander	0%	0%

8.3 Monthly Household Income

A total of 83 respondents, or 30 percent, marked their monthly household income as over \$8,000. The remaining 65 percent was distributed between the other seven income definitions (see **Figure 5**).

Compared to the 2016 Customer Survey (see **Table 11**), this is a significant increase in the number of respondents who report a monthly household income over \$8,000, which is equivalent to over \$96,000 annually.

Figure 5 | Count of Monthly Household Income (n=281)

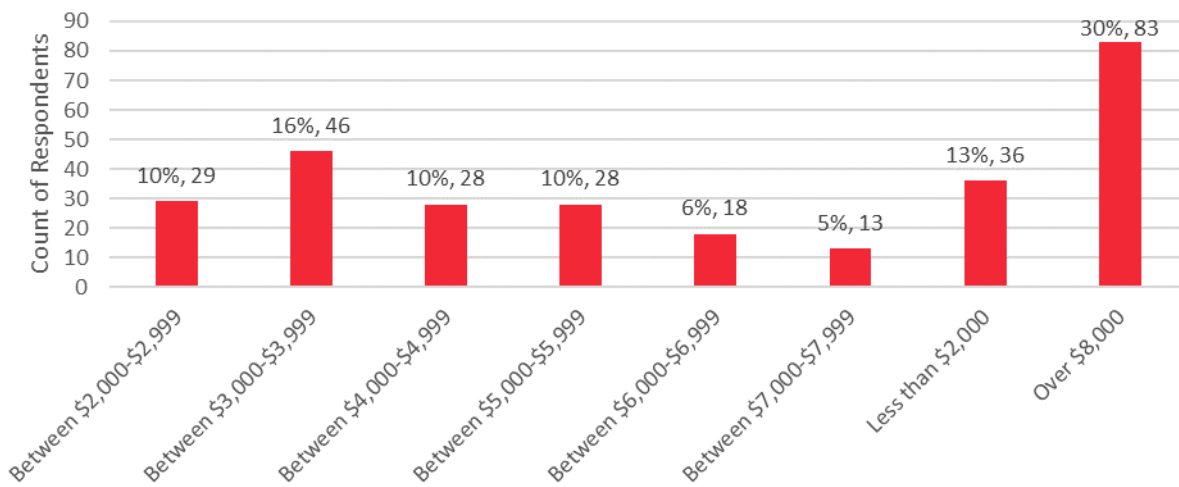


Table 11 | Comparison of Household Income Responses between DC Circulator Surveys

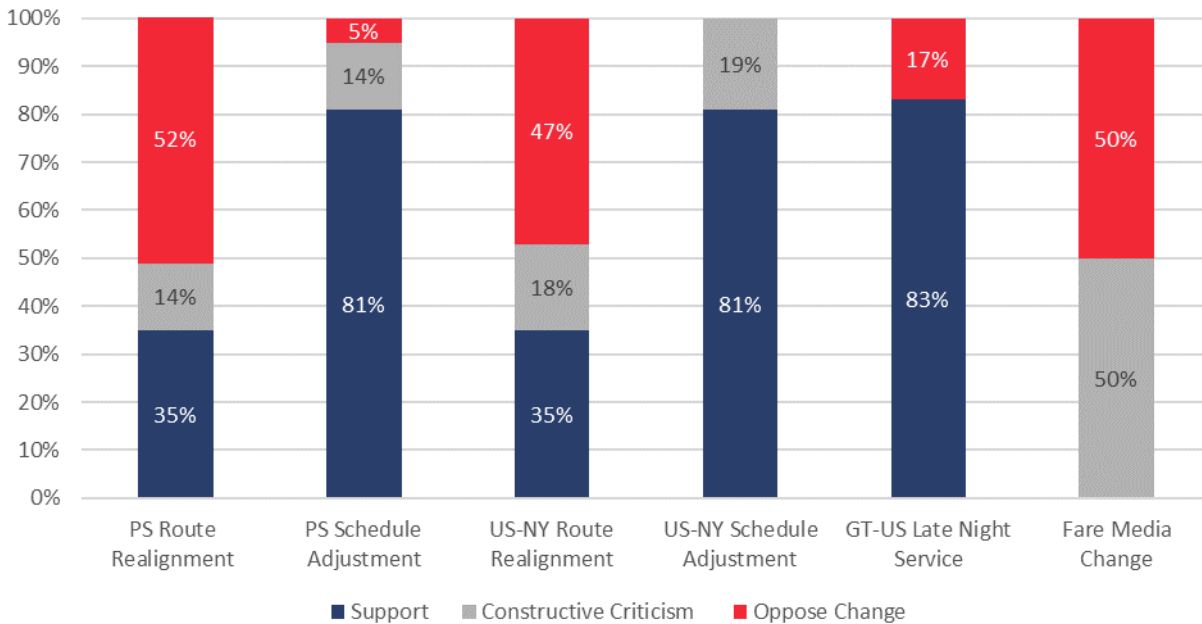
Monthly Household Income	2016 Customer Survey (n=1,109)	2018 Service Change Comment Form (n=281)
Less than \$2,000	19%	10%
Between \$2,000-\$2,999	17%	16%
Between \$3,000-\$3,999	17%	10%
Between \$4,000-\$4,999	15%	10%
Between \$5,000-\$5,999	10%	12%
Between \$6,000-\$6,999	6%	6%
Between \$7,000-\$7,999	4%	5%
Over \$8,000	13%	30%

The changes in respondent demographics may be due to changing demographics of the District as a whole or in the demographics of the areas affected by the proposed major service changes relative to the ridership base of DC Circulator overall. The demographics provided here are intended to be illustrative of the public commentary DDOT received on the proposed service changes. The Title VI analysis (described in more detail in Section 9, below) provides the analysis of potential disparate impacts based on race, income, or national origin.

9.0 Recommendations

A summary of the outreach results outlines, per proposed change, the recommended approach based not only on the public comments but also the technical evaluation of the proposed change (see **Figure 6**).

Figure 6 | Summarized Outreach Results



Overall, four of the six proposed changes were largely supported by the respondents to the public comment opportunities:

1. Potomac Avenue Metro – Skyland (PS) Route:
 - Revise route schedule to include year-round Saturday service from 7:00 AM – 9:00 PM and new Sunday service 7:00 AM – 9:00 PM
2. Union Station – Navy Yard Metro (US-NY) Route:
 - Revise route schedule to include permanent year-round Saturday service from 7:00 AM – 9:00 PM and new Sunday service 7:00 AM – 9:00 PM
3. Georgetown – Union Station (GT-US) Route:
 - Revise schedule to include year-round late-night service between McPherson Square and Union Station from 9:00 PM to 3:00 AM on Friday and Saturday

4. Fare Media Change:

Eliminate unlimited-use paper bus passes. These are currently valid only on DC Circulator. The WMATA unlimited Regional Bus Pass available to load on SmarTrip® cards will still be accepted. No change was proposed to the base fare of \$1 per trip.

The two proposed changes which received a mix of support and opposition:

1. Potomac Avenue Metro – Skyland (PS) Route:

- Realign route to serve Union Station and Congress Heights Metro via Barracks Row and Downtown Anacostia

2. Union Station – Navy Yard Metro (US-NY) Route:

- Realign route to serve Eastern Market Metro to L’Enfant Plaza Metro via Barracks Row, Navy Yard Metro, M Street SE/SW, and Waterfront Metro

The five major service changes (PS realignment, PS span change, US-NY realignment, US-NY span change, and GT-US span change) were grouped for the service equity analysis as required by DDOT's Title VI policies.

The Fare Media Change was assessed on its own for the fare equity analysis as required by DDOT’s Title VI policies, and can be implemented separately from the other five changes without a change in the analysis.

DDOT’s proposed service changes, including an FTA service equity analysis for proposed major service changes, were released to the public on December 15, 2017. Both the service equity analysis and the fare equity analysis found that the proposed changes would not have disparate impacts based on race, income, or national origin.

DDOT will need to follow the implementation plan outlined in DCMR Title 18 Section 1503. This requires DDOT to:

1. Prepare an implementation plan outlining the agency’s final timeline and plan of action to begin implementing the adjusted fare or service, which shall be published on the DC Circulator website. The implementation plan shall include a summary of any public comments received and DDOT’s responses to the comments.
2. Issue a notice of final rulemaking amending § 1502 or § 1501 and setting forth the revised fares, routes, or hours of operation.

3. Place notices of the adjusted fare or service on DC Circulator buses at least ten (10) business days before the fare adjustment or major service adjustment is implemented.

10.0 Appendix A - Comment Form Text

Questions marked with an asterisk (*) were required.

- 1) **First and Last Name**
 - 2) **Email Address**
 - 3) **Phone Number**
 - 4) **Home Zip Code**
-

5) Please mark the major service change(s) your comment relates to.*

- Potomac Avenue Metro – Skyland (PS) Route – Realignment of route to serve Union Station and Congress Heights Metro via Barracks Row and Downtown Anacostia
- Potomac Avenue Metro – Skyland (PS) Route – Permanent Saturday service from 7:00 AM – 9:00 PM and new Sunday service 7:00 AM – 9:00 PM
- Union Station – Navy Yard Metro (US-NY) Route – Realignment of route to serve Eastern Market Metro to L’Enfant Plaza Metro via Barracks Row, Navy Yard Metro, M Street SE/SW, and Waterfront Metro
- Union Station – Navy Yard Metro (US-NY) Route – Permanent Saturday service from 7:00 AM – 9:00 PM and new Sunday service 7:00 AM – 9:00 PM
- Georgetown – Union Station (GT-US) Route – Permanent late-night service between McPherson Square to Union Station from 9:00 PM to 3:00 AM on Friday and Saturday
- Elimination of unlimited-use passes that are valid only on DC Circulator buses

6) Please enter your comments about the April 2018 Service Changes here.*

[Open Text Box]

Demographics Questions

These questions are optional.

21) What is your primary language used at home?

- English
- American Sign Language
- Spanish
- French
- Amharic
- Chinese

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- Vietnamese
- Tagalog
- Other: _____

22) What is your race/ethnicity?

- American Indian or Alaska Native
- Asian
- Black or African-American
- Hispanic or Latino
- Native Hawaiian or other Pacific Islander
- White
- Other: _____

23) About what is the total monthly income for yourself and all members of your immediate family living in your house?

- Less than \$2,000
- Between \$2,000-\$2,999
- Between \$3,000-\$3,999
- Between \$4,000-\$4,999
- Between \$5,000-\$5,999
- Between \$6,000-\$6,999
- Between \$7,000-\$7,999
- Over \$8,000

11.0 Appendix B – Anacostia Metrorail Outreach Report



Event Report

WHAT: Inform current Metrobus 94 and DC Circulator passengers of upcoming changes.
WHERE: 8 Metro/Bus stops in Washington D.C. South East area (Specific locations listed on tables)
WHEN: January 24 th and 25 th , 2018 (Morning and Afternoon shifts)
SPECIAL NOTES: Done on behalf of Foursquare ITP
WHY: <ul style="list-style-type: none"> The DC Circulator Potomac Avenue Metro – Skyland route is proposed to change to a Union Station to Congress Heights route and replace the existing WMATA Metrobus 94 route. HOW: <ul style="list-style-type: none"> Street teams to reach to existing DC Circulator and WMATA Metrobus 94 riders to let us know what they think about upcoming changes. The street teams will invite passengers to come to the meeting January 31, at Anacostia Library (5:30pm) and distribute a postcard and a comment form for feedback. Staff also would indicate online and email ways of feedback are also available.
Weather: Wednesday 38• Max-27• Min. Thursday 47•Max-32•Min (Weather.com)

Participants:

The team had conversations with a large contingent of DC Circulator and Metrobus 94 riders. The largest demographic observed was African-American followed by Hispanic and fewer White Caucasian. The ages of the groups range from 13-68. Also, the team observed many mothers with babies, toddlers or small children using the buses.

As the team engaged with patrons, their conversations found individuals inquisitive about the changes, the feedback modes and how they can participate. Other patrons were upset and indicated they would be at the meeting. Some others got the items and angrily throw them in the trash. Also, many mothers with children were not please the service of the Circulator was going to be changed. In general, the information was received without any disruption or incidents.

Distribution Hours:

The hours of outreach for January 24 and 25 were:

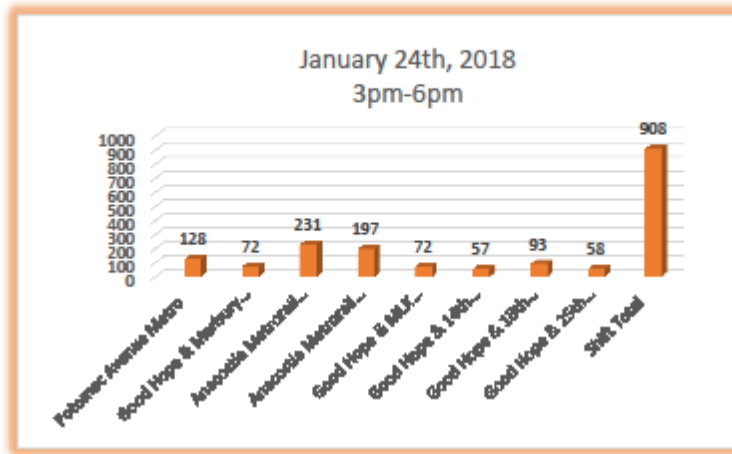
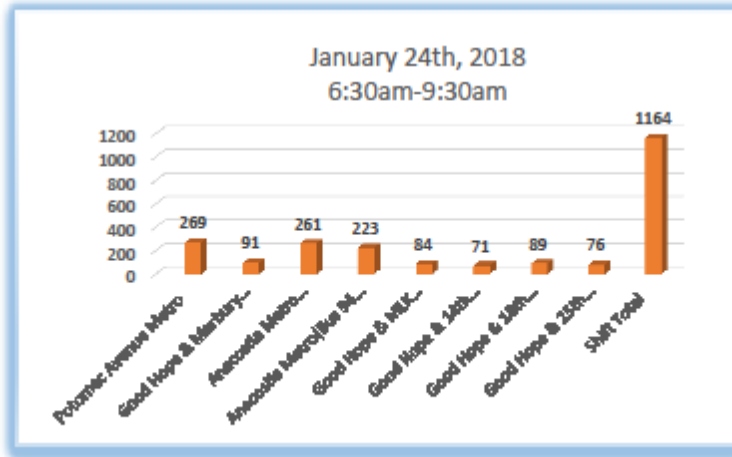
- **AM** 6:30am-9:30pm
- **PM** 3pm-6pm

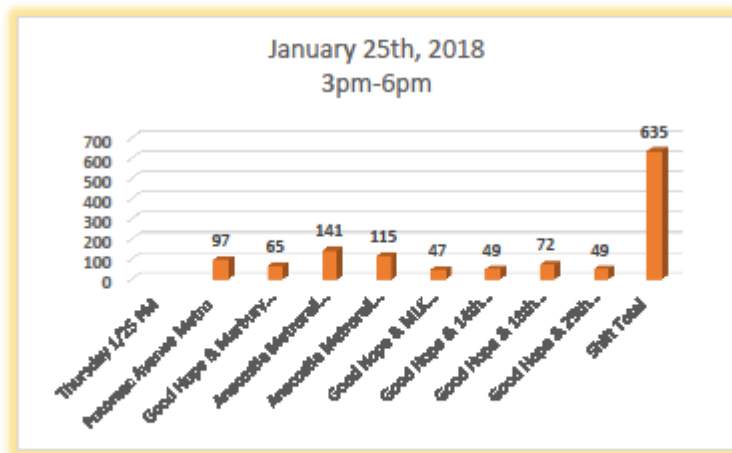
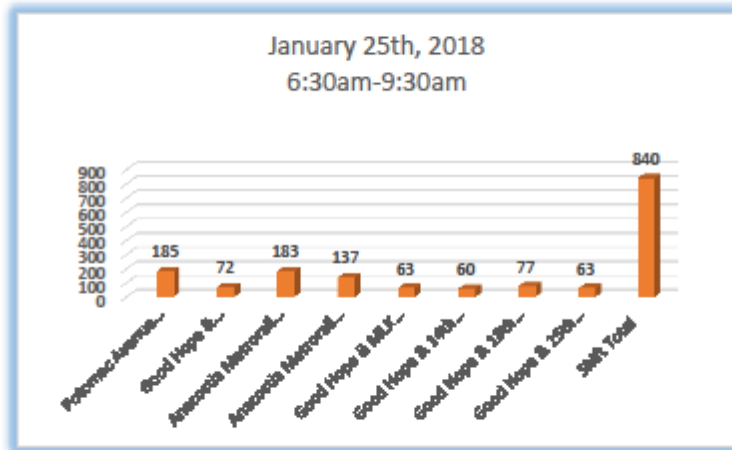
Language: English was the main language at the event. However, the team had 4 English-Spanish speaking brand ambassadors.



Distribution Breakdown:

The team distributed a total of 3,547 bundles (Feedback form and Postcard), and had the following shift distribution:





Team Elements

Visual:

- Street teams wore a safety vest and a messenger bag containing event materials

Promotional Items:

- Postcard
- Feedback Form



12.0 Appendix C – Anacostia Metrorail Outreach Report

See attachment matrix.