

**Loudoun County
Countywide Transportation Plan Update
Complete Public Comment Record
January 2008 – June 2008**

Below is a complete log of all Loudoun County Transit Plan-related comments--29 in total--received via web comment form or email, beginning January 9, 2008 through- June 15, 2008. Names, emails, and addresses, salutations, personal comments or invitations to meet with County Staff have been removed for privacy and brevity. A summary of these comments will be posted on the project website: www.loudouncountytransitplan.com. Comments have been grouped as follows:

Commuter Transit

Dulles Metrorail

Traffic Conditions

General Comments: Analysis, Process, Participation, Concerns

Specific Complaints/Concerns

Commuter Transit

Subject: Suggestions, 2/5/2008

Regarding your survey, you left out a very important factor: Suggestions. My suggestions/comments are as follows: The morning commute options are great - I leave at 6 or close to it. The afternoon choices aren't as many. If you miss the 4 p.m. bus at WFC, you have to wait 40 minutes. That is a long time for an afternoon commuter bus. Also, I think the over service would be better if it went straight downtown instead of to the metro. That is such a loss of time. I asked b/c the buses from the western part of Loudoun go straight into the city. Thanks for listening. Have great day.

Subject: Hamilton Park and Ride, 2/6/2008

It is insane to have to travel 2 miles west from Purcellville, then 2 miles west in Hamilton in order to go EAST in the morning. This adds at least 10 minutes to the commute. Please try to fix this. Also, add more routes that skip Leesburg, Dulles North and/or Rosslyn so riders can sort into routes that are shortest for them.

Subject: Afternoon Crowding on Buses, 2/7/2008

I used to be a daily rider on the busses but am disgusted with the constant crowding on the busses in the afternoon commuting hours. I also do not like the fact that DC busses generally stop in Rosslyn. That makes no sense and adds considerably to the crowded and unsafe conditions on the buses in the pm. Also, rarely are the busses on time and oftentimes multiple busses are arriving at the same times. The entire scheduling efforts

are a joke. Wish that the busses were better managed to alleviate crowding and unsafe conditions. No more than 5 people standing should be accepted period.

I will stop riding the busses altogether unless this situation is resolved quickly. It has become a pain in the neck and is very uncomfortable to ride for 45 minutes + on a crowded bus.

P.S. Would have liked to talk to someone about this but can't seem to reach anyone by phone at the bus company. Also people who have to stand should get a fare reduction. The current bus service is not customer focused and quite lousy.

Subject: More Buses and More Mid-Day Schedules, 2/7/2008

In recent weeks, I have noticed that the commuter bus I ride in the morning (DC9) has increasingly grown overcrowded. More often than not, some people usually end up standing on the bus. Furthermore, you should have more busses that pick up in Rosslyn BEFORE 4pm. These are grounds for more buses and more mid-day schedules. Another option to consider is instead of going all the way into Rosslyn and DC, have the buses simply go to West Falls Church metro station. Reduce the fares and add more buses since they will not be going into Rosslyn and DC. Just some thoughts.

Subject: Transportation Survey, 3/18/2008

Why is this being presented only to current riders? [I learned of this from LEND.] I tried LT, once, and found it unacceptably difficult for the mobility impaired. It would also have been difficult for those with hearing loss. Since my one round trip I understand that LT is now using the Metro debit card [name unknown] and that it was not going to be available for sale here. Hope that latter item has been corrected.

Subject: Bus Required from Brambleton Park & Ride, 5/7/2008

I would like to request you to provide bus service from Brambleton Park & Ride to Herndon/Monroe, Dulles Airport, and Dulles Town Centre.

Subject: Leesburg to Tysons Commuter Bus, 5/21/2008

When is one going to be put into effect? The WFC metro doesn't work for Tysons employees as the metro is still a long way off. Think? Will it ever happen?

Subject: Western Loudoun to Fairfax/Fair Lakes, 6/9/2008

I am writing today to request an expansion in your bus services to cover more routes from western Loudoun County into Fairfax County. With the rising cost of gasoline, many commuters are getting pinched by higher and higher commuting costs. And yet, there are still relatively few options for commuters living in western Loudoun County.

The Loudoun County Commuter Shuttles that go between Purcellville and Washington DC are a tremendous option for those who work in the city. However, there are a great many people who work in Fairfax County who have no reasonable public transportation options today.

The best option would be for Loudoun County to add a route that runs from Purcellville, through Leesburg, down the Greenway, and then south on the Fairfax County Parkway (stopping at the Herndon/Monroe Park and Ride, perhaps), and ending up near Fair Lakes or the Fairfax Government Center. I am certain that there would be enough interest in this route that you could fill at least one or two buses during morning and evening commutes. I would be willing to pay the same amount as the Washington commuters (\$7 each way) to take a bus on this route. I'm certain others would too.

Another option is having a route that goes from Purcellville/Leesburg to Reston Town Center. This would allow commuters to transfer to the Fairfax Connector, which then runs south to Fair Lakes. This would involve a SmarTrip transfer, making it more inconvenient, but it would still be a decent commuting option. It has the added benefit that you could use your existing buses serving Washington DC, with only a minor detour into Reston along the way.

Gasoline is not getting any cheaper. Today is the time for mass transportation to grow its services and expand its routes. I would greatly appreciate hearing from you, and how feasible it will be to consider some of these new routing options into Fairfax County.

Subject: Loudoun Bus Service to Tysons Corner Area, 6/10/2008

Last time I called the Loudoun Transit Authority and asked why the bus route doesn't include Tyson's Corner area, I was told "we're not interested in that business". Of course I have no idea who I was talking to but her response lit my fire. Why would you not offer bus service from Leesburg to Tyson's? Have you not noticed how many Greenway and Toll Road cars exit at Tysons? Is managing your buses too hard so as to pass up an opportunity to accomplish so many earth-friendly things? Take hundreds of cars off the highways? Reduce stress and anxiety in drivers? Burn less gas per commuter? Provide Leesburg residents access to this country's second best shopping area? What do you think? Will it ever happen?

Subject: Suggestions about Bus Service Changes, 6/10/2008

My name is ----- and I'm a resident of Loudoun County. I work in DC and I take LC Transit bus everyday. I would like to suggest the following.

1. East bound

Run buses from Dulles North Transit to West Falls Church Metro in the morning between 6:30 AM and 9:30 AM for every 20 Minutes/Half hour. I've spoken to number of commuters in Dulles north Transit location, while waiting for LC Bus, and lot of them feel that it is a good idea. This would also help commuters who commute to Fairfax, Vienna, Merrifield, Ballston, Virginia Square, & Court house areas.

2. West bound

Run buses from West Falls Church to Dulles North transit between 4:00 PM and 7:30 PM every weekday.

3. Reduce services to DC downtown like Fairfax county buses. I strongly believe that the above schedules results the following benefits: more flexibility for commuters to get to anywhere in DC metro area (DC downtown, Alexandria, Vienna, and etc); avoid traffic in DC Avoid expensive Greenway toll; help & Save the environment; and much more.

Note: You may take a survey from riders and see how they respond to above changes. Also, by making the above changes, LC doesn't need to buy/lease extra buses.

Subject: Dulles South Shuttle Service, 6/11/2008

The increasing traffic on Route 606, rising price of gasoline and the anticipated fare increase on the Loudoun commuter bus are all contributing to increased usage of the Dulles South point of departure for the commuter bus. Unfortunately, this coincides with a breakdown in afternoon service quality; the afternoon Dulles South buses are often late and frequently do not even arrive at the DC West departure points at all.

Please consider an alternative: run a shuttle service every 15 minutes or so between Dulles South and Dulles North using smaller vehicles (vans or smaller regional buses). This would allow us to take any Dulles North bus and free up the large buses currently serving Dulles South for faster turnaround between the District and Dulles North. Operating smaller vehicles may also help to convince Toll Brothers to participate in the program and allow a park & ride at South Riding. Note that a new commercial development is breaking ground at the northwest corner of Route 50 & LC Pkwy--now is the time to approach the developer about including commuter parking.

Subject: Transport Problem, 6/13/2008

As suggested earlier I appreciate if services can be start from Brambleton Park & Ride to either Herndon Monore Park & Ride or West Falls Church Metro. I am facing lot of commute issues.

Dulles Metrorail

Subject: Backup Plan if Dulles Rail Dies, 2/14/2008

Has anyone considered using busses to put the Dulles Rail route into operation before the railway is built? What I'm thinking of is something like "The Transitway" in Ottawa, Canada: a series of bus only (or HOV) lanes with defined stations that give some of the same benefits as rail but using busses. You could use the fares from these buses to help provide revenue for the rail construction and it would allow you to get the benefit of the full route sooner. The stops for such a transitway could be the same ones as planned for the Dulles Rail route. Another benefit is that you would be able to start getting an idea how many people would use the rail service.

Traffic Conditions

Subject: Maple Leaf Place, 5/27/2008

I am writing in regards to Maple Leaf Place off of Augusta Drive in Sterling. Recently, a new shopping center was opened with access through the cul-de-sac at the end of Maple Leaf Place. This has created a dangerous traffic situation for vehicles exiting the existing business area on Maple Leaf Place because the entrance and stop sign are pushed back into the cul-de-sac, and with cars parked on the street it is difficult to see cars going straight into the new shopping area. Adding to the problem is that there is currently no stop sign for traffic leaving this new shopping center. Are there any plans to address this area? My children attend day care at the Augusta School on Maple Leaf Place and every day it is becoming more difficult to safely leave the parking lot because of drivers "speeding" through the cul-de-sac, presumably as a cut through since this started before the businesses even opened. Thank you for your time.

General Comments: Analysis, Process, Participation, Concerns

Subject: Advisory Committee for the Loudoun County Transit Plan, 1/9/2008

I am trying to get an application for the advisory committee that will guide the development of the Loudoun County Transit Plan. I went to the www.LoudounCountyTransitPlan.com website but cannot find an application. Thanks

Subject: LC Transit Commuter Bus Survey, 2/5/2008

I just took the subject survey, but it didn't give me a place to explain my answers! Instead it required me to answer questions on which I had no opinion as all questions had to be completed and "no opinion" was not an answer. I ride DC12E in the mornings and it was 10 minutes late getting to Hamilton today, which is the 2nd stop. Yet there was no e-mail notification of the delay. I think this is a huge problem! Why is this bus consistently late? My other major complaint about the buses is that they are often too cold, which makes it very difficult to sleep.

Subject: Senior Citizens, 2/5/2008

Metro buses and VRE have cheaper fares for senior citizens, but you do not. Please consider this in your planning.

Subject: Rider Survey Questions, 2/5/2008

I just completed your ridership survey. Some questions could not be answered properly. You should always include a response for not applicable or neutral. One question didn't apply to me but I had to make a choice between agree/disagree rather than NA/neutral. Also, one question required 3 responses for improvements. I was forced to make up a reply since I do not feel there are 3 areas for improvement. Finally, you should include an open comment response where I could mention an anticipated future travel route needed in 2010 when 30 Federal Offices will be moved on to Ft Belvoir from current locations throughout the DC area. I imagine this relocation will impact many commuters. Thanks!

Subject: LC Transit Commuter Bus Survey, 2/5/2008

I had difficulty with the first question of the survey because I do not pay attention the "Bus Run #". It would have been easier if the pick-up/drop-off location was listed.

Subject: Why No Reverse Commuters, 2/5/2008

Why aren't Reverse Commuters (like me) represented in this? We probably spend more waking hours in Loudoun County than most residents do.

Subject: Links on Homepage, 2/10/2008

Hello, none of you links work on the homepage. :-)

Subject: Transit Planning Survey—Poorly Designed, 2/14/2008

I just took your transit survey and it is poorly designed. First it assumes that everyone uses the bus everyday. I do not because you do not provide service to Ashburn (the North Dulles Transit Center does not suit my needs; especially, since there is MAJOR congestion between it and Ashburn at rush hour). Secondly, you talk about rapid transit to a station without specifying where the other end is or who would provide the service. I answered as if YOU would provide the rapid transit service assuming the other end was West Falls Church. Lastly, it did not allow me to select that I use the bus to remove the need to buy a second car but I suppose that falls under "Help the environment".

Subject: Funds?, 2/26/2008

Just curious as to how you can spend millions on an extension for Metrorail, but you don't have the funds to add midday busses during the week for those who have doctor's appointments or have an emergency where they need to leave early? You can't always get sick on Fridays only! Also, why don't you have the funds to run 1 extra bus at the beginning of the afternoon runs for the Leesburg riders only, knowing full well that the 4:00 bus to Purcellville is standing room only every single day by the time it gets tot the last stop! 75% of the riders get off at Leesburg, so why not have 2 busses back to back (1 to Leesburg only & 1 to Leesburg, Hamilton & Purcellville)? Gas for 1 more run & the paycheck to the driver cannot amount to anywhere near the millions you have stashed back for the Metrorail project that won't start or finish for 10 years. Take care of your current customers first for a change!!!

Subject: Surveys, 6/12/2008

I would like to add comments or fill out a county wide transportation survey.

Specific Complaints/Concerns

Subject: Commuter Bus Service, 2/5/2008

Couple of comments. The parking lot in Leesburg off of Catocin Circle is horrible with pot holes and mud. What is the anticipate timeframe for a new lot. We have been told one was coming but it never happens. Secondly, what if anything can be done about LARGE people that take up 2 seats. More often than not I have to sit half off the seat

because the person next to me is taking up additional space. Not only is this uncomfortable but terrible on my back.

Subject: Four Issues: Bus Temperature; Cell Phones; Talking to Driver; Broke Down Buses, 2/5/2008

1. Drivers keep the buses too hot and do not keep the air circulating enough. I recall one day this past winter the temperature outside went to 70 degrees. We get on the bus and the driver did not have the air on, and it appeared that he did not know how to turn the air on and turn the heat off.

2. It would be helpful if you sent out a notice to all commuters that they should not use their cell phone for chatting all the way home purposes. Last night I could not relax because one of the commuters (foreign person with high pitched voice) was chatting needlessly all the way home. I can understand that we need to call our families regarding our whereabouts but to chat with our friends just to be chatting is very annoying.

3. One evening a commuter and the driver talked in a foreign language all the way from D.C. to North Dulles. I complained about this. First if there is a problem with the bus, we certainly do not want the driver explaining it to commuters in a foreign language. This is America, and the language is English. Second, talking is annoying when others are trying to relax and hopefully sleep all the way home.

4. Just last night I (along with several others) waited at 19th and E streets for over an hour for a bus. Finally a bus came at 6:13pm and we were able to get home. Point is: if a bus is broken down -- the dispatcher should know about this. AND, if a Purcellville only bus comes by with seats, it would not hurt that bus to pick up as many as possible and stop at Dulles North. Keep in mind that when one bus breaks down -- there is a domino affect -- no seats and overcrowding -- standing room only. It does not make sense for the Purcellville bus to go home with empty seats when we are standing there in the rain for an hour. Also, more coordination needs to take place within the dispatcher's office and Loudoun County. Just last night it took the dispatcher over 30 minutes to locate the next bus -- and then once he located the bus -- he could not tell us whether there were seats available, or if when the next available bus would be running. This seems to be lack of communication between drivers and the dispatcher.

I sincerely hope that my comments are helpful to you. The above problems are normal but with good management, they do not need to exist. Brenda

Subject: LC26 Driver, 2/5/2008

I am writing to express some concerns I have about the driver of the LC 26 run, which I usually board in Rosslyn and get off in Leesburg or Hamilton. I feel very unsafe on this evening run: the driver speeds, rolls through stop lights and traffic lights (without coming to a complete stop), weaves excessively, brakes abruptly, and seems to disregard pedestrians of other vehicles in his path. He even complained last week when

I was the only passenger remaining on the bus in Leesburg and needed to go to Hamilton.

Subject: Loudoun Transit Buses, 2/6/2008

These seats are so awful. It should be replaced with a lumbar support. It is not ergonomic for adult back. The way these seats are that your lower back sinks in like a spoon and the shoulder is leaning forward. The last row in the back of the bus (3 seats) is the best place to sit.

Subject: Smokers and 2nd Hand Smoke at DC Bus Stops, 2/14/2008

Many DC bus stops are at or near the entrances of buildings. This is where smokers come out for a smoke break. Please assign new locations that are not near the entrances of buildings. The Press Club on 14th street, has seen several verbal altercations between bus riders and smokers. The whole bus line has to deal with 2nd hand smoke every day...