

**Loudoun County  
Countywide Transportation Plan Update  
Complete Public Comment Record  
June 16, 2008 – September 30, 2008**

*Below is a complete log of all Loudoun County Transit Plan-related comments-36 in total--received via web comment form or email, beginning June 16, 2008 through-September 30, 2008. A separate summary of comments received between January 2008 and June 15, 2008 is also available on the County's Transit Plan website. 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](http://www.loudouncountytransitplan.com). Comments have been grouped as follows:*

Commuter Transit

Fares

Specific Populations: Seniors, Disabled

General Comments: Analysis, Process, Participation, Concerns

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**Commuter Transit**

**Subject: Emergency Shuttle Required from Brambleton to Herndon/Monroe Park & Ride, 6/18/2008**

I'd appreciate if anything can be expedited because I am facing lot of commuter issues because the Herndon Monroe park & ride closed around 7 AM because of construction. I appreciate if you or your department can start an emergency shuttle to Herndon Monroe from Brambleton Park & Ride asap.

**Subject: Brambleton Park & Ride Lot, 7/27/2008**

I would like to know when the Brambleton Park & Ride lot will be serviced by public bus transportation.

**Subject: Ashburn Shuttle to North Transit Center, 8/25/2008**

There are many riders from Broadlands area who may be unaware about this survey. It would be helpful to add 4th bus stop between Broadlands Blvd & Vestals Gap and make a U turn to take Green Way to Dulles Transit Center. Thanks

**Subject: Instead of Shuttle to Dulles North - Buses direct to Metro or DC, 8/25/2008**

Taking Shuttle to Dulles North and then taking the bus to DC will add more time to commute. It would be very helpful to have Buses to Metro/West Falls Church or direct to DC as a lot of people live in Ashburn

**Subject: Shuttles from Ashburn to Herndon Monroe & West Falls Church, 8/25/2008**

There is no easy commuting to Fairfax or to Arlington from Ashburn. If Shuttle connection to Herndon Monroe or to West Falls Church was possible then one can take the Metro or Fairfax connectors.

**Subject: Bus transit from Leesburg to Herndon-Reston, 9/11/2008**

A commuter bus route is needed to run from Leesburg to the park and ride that is located alongside the Dulles Toll Road between the exit for Herndon and the exit for Fairfax County Parkway.

**Subject: Suggest bus route, 9/15/2008**

I would be greatly interested in a bus route from Purcellville to a stop at the Herndon/Monroe transfer station in the morning and evening to cut down on car traffic at peak travel times.

**Subject: Leesburg stop added to Cascades, LOH, Lowes routes, 9/16/08**

Just wanted to suggest some (possible) additional stops for the Cascades, LOH, Lowes Island routes that run into WFC.

1. Potomac station shopping center (where Best Buy is)
2. The new Village at Leesburg town center that is being built on Rt. 7 by River Creek Pkwy.
3. Maybe have a bus that uses the stop on Catoctin that will service the WFC metro station.

I think it would be beneficial to "move" the initial Broad Run stop at the Galilee Church further west down 7 to better service commuters. Another suggestion along the same route would be to do away with two stops for the returning routes at Lowes Island. For the life of me I don't know why it is necessary to have two stops within 100 yards of each other. To make matters worse, lately the return buses now enter into the shopping center off of Hardwood Forest Dr. to drop passengers off and then drives literally another 40-50 feet to drop others off in front of the Bloom. This is ridiculous and waste of time to the riders at the later stops. I'm a daily rider and I hope this feedback/suggestion is helpful.

**Subject: Service to Ft. Belvoir in 2010?, 9/18/2008**

As another rider noted, there will be 30 Federal agencies relocating to Fort Belvoir beginning in 2010. I am an employee at one of the agencies that will be moving. I am a daily rider of the Loudoun County buses, and have been for nearly four years. Please consider sending out a rider survey to see how many of your current riders will be relocating to Fort Belvoir and would like to have service to/from Fort Belvoir. Doing so now would help you begin planning any future service to that area.

**Subject: Hamilton Park and Ride, 9/18/2008**

With the August 29 closure of the Hamilton Park and Ride the Leesburg bus route DC18 is nearly always filled to capacity. Reopening a site in Hamilton will save residents driving the additional distance to Leesburg and remove some of the increased patronage

(length of line, need to line up in advance to assure seating)of the Leesburg location. Hopefully, we will have positive news soon.

**Subject: Bus Routes, 9/18/08**

First of all, I would like to thank all the staff of the DEPT-TRANS-RIDESHARE DEPT-TRANS-RIDESHARE for the revised bus routes that you put into effect on 9-2-08. I will not be able to attend the upcoming Transit Plan Public Workshop, so I would like to share some on my thoughts. I live outside Round Hill on the ridge and the schedule catching the 0515 bus (DC5E) to Crystal City is wonderful. Bill, our driver is a very pleasant person and an attentive driver, which we appreciate very much. Some mornings when we leave Dulles North, the bus has a half dozen or more riders standing.

Also, thank you for assigning Antanino as the LC7E driver, which is also a very pleasant person and an extremely attentive driver, and gets us to Leesburg on schedule. On the return trip from Crystal City bus (LC7E), most days this month we have experienced when pulling out of the Pentagon, we have many people standing for ~ an hour and ten minutes to Leesburg. When LC7E arrives in Rosslyn, it is becoming rare that anyone gets on due to the amount of people already standing on the bus. Also noted is a long line waiting at Rosslyn, which is probably persons for both Leesburg & Dulles North. I don't know what options/assets you may have, but I would recommend if possible having a Leesburg and West bus originate from the Pentagon and stop in Rosslyn, then to Leesburg and west. This would allow LC7E to pick up as normal through Eads St. and Army/Navy Drive, then to Rosslyn (vice to the Pentagon) and to Leesburg and West .

**Subject: Need commuter bus to Reston, 9/19/2008**

PLEASE can't you get a commuter bus to stop in Reston. There is a parking garage right off the toll road at the Fairfax County Parkway where the bus could stop, let off passengers for Reston, and get more passengers for Rosslyn or wherever. The garage is easy walking distance to many offices and at least 3 large federal agencies.

**Subject: Sterling Park Commuter, 9/19/2008**

Hi, I would like to give my support for running more buses in Sterling Park. I would personally ride a bus taking me to the Dulles North Lot to catch the bus to Washington and I would ride a bus if it took me to the Herndon Monroe Park and Ride to catch further transportation. I am also in support of the metro rail coming to Loudoun!

**Subject: Commuter from Loudoun to Tysons, 9/19/2008**

I would use a bus to commute from Sterling to Tysons, why isn't one available? My husband would also benefit from a Loudoun County bus going to Falls Church and Alexandria. We would like to recommend expanding bus service more on par with that of Fairfax County.

**Subject: Commuter Bus Needs, 9/22/2008**

The commuter bus service could be improved by:

1. A permanent county-owned or long term lease for the Purcellville bus stop.
2. Late evening "sweep" buses leaving DC at 8:30 pm
3. Work with MWAA to have better access to the Dulles Access Road by having an access point similar to the one near Wiehle Ave. close to Rt. 28....This would allow the bus to be on the Access Road nearly its full length and avoid going through the Airport property to access this road.

**Subject: Dulles South/Stone Ridge Ridership surge, 9/23/08**

I've been a regular rider from Stone Ridge since service began in August 2006. The recent increase in ridership for the DS13W, with its new route bypassing Rosslyn, has been phenomenal. Please consider more routes like this from Dulles South. I've ridden various modes of public transportation in Northern Virginia for 29 years. Loudoun Transit is by far the best, in several respects. Thank you.

**Subject: Express Bus to downtown Tyson's Corner Biz Dist., 9/24/2008**

It would be so wonderful if there was an express bus (like the one to the Pentagon) that goes to downtown TYSON'S CORNER (i.e, Route 7 and WESTPARK) or ROUTE 7 and International Drive). So many people would take it if it went right there..the transit center at Spring Hill Rd and the toll road is not viable since most business aren't located in that area. Thank you so much!

**Subject: Get LC Transit Buses on the Dulles Access Road Quicker, 9/24/2008**

There must be something that can be done to get the eastbound LC transit buses onto the Dulles Access Road quicker. I understand there are a limited number of trips the buses can make through the airport on a daily basis to save time when the Toll Road is backed up. This rule either needs to be changed or a slip needs to be built near route 28 to allow the buses to enter the Access Road. Requiring them to travel 7 miles in stop and go traffic before they can enter the Access Road near Hunter Mill is totally ridiculous. There are 55 people on a full bus, essentially taking 55 cars off the road, and their reward is to wait in traffic behind cars with two occupants?? These same cars are having to change lanes to exit the Toll Road while others with one occupant cheat the system by zipping in front of the buses in the HOV lane because the buses have to leave such large gaps for stopping purposes. I read an article not to long ago about possibly permitting buses to use the shoulder, where appropriate, to allow them some advantages for carrying such a large group of people. Please don't tell me the future subway to Dulles Airport will alleviate some of the traffic problems because everyone knows that project is at least a decade from completion. Something needs to be done right now to help the buses. Please, get them off the Toll Road and onto the Access Road where they belong - as quickly as possible.

**Subject: Route Plans - Ashburn to West Falls Church Metro, 9/29/2008**

While looking at various but route alternatives listed by the Loudoun County Bus service website I could not find direct service bus routes which originate from Ashburn to the West Falls Church Metro stop. The only options are as follows:

- Broad Run-Lowes Island bus routes
- Dulles North P&R lot to Rosslyn (early)
- Dulles North P&R lot to West Falls Church (late morning - 9am!?)

I feel a dedicated bus route originating from Ashburn with direct service to the West Falls Church Metro at times which benefit commuters most (6:30 - 8:00) would be of great benefit to many commuters. The location of the Dulles North Park Commuter lot is a best ill-conceived and hard to access (it's on an island....); the planning for new bus services should include service located in Ashburn, where the commuting (to the park and ride lot) could be eliminated, thus reducing traffic load. The location for such new Park and Ride lots located inside Ashburn with minimal car connection travel on primary roads (Waxpool Road,etc.) could be many, like the proposed Moorefield Station which could be adopted prior to the Metro station or that huge swathe of county owned land adjacent to the Verizon H/Q in Ashburn.

**Fares**

**Subject: Bus fare, 9/18/2008**

There should be a fare difference in Dulles North/South to Rosslyn route Versus Leesburg area to Washington DC route.

**Subject: DC Transit Fares and Alternatives, 9/22/2008**

LC Transit has made great improvements over the past year. I live in Ashburn (Belmont Glen Place off Belmont Ridge Rd), work in DC and would love to use LC Public Transport from Dulles North. It is too expensive. With LC Transit's flat rate structure, it is economical for folks living in Leesburg and beyond. Getting to Dulles North via Waxpool and back is a nightmare. Given that the fuel costs for driving from Ashburn to Dulles North and Ashburn to Herndon/Monroe Park and Ride are almost the same, the monthly costs (4 weeks of 5 days each) work out as follows

Herndon/Monroe, Fairfax Connector, Metro to Farragut West is (\$8.35 per day including \$1 toll) - \$167.00

LC Transit from Dulles North to K and 18th St - \$280.00

Four suggestions

1. Reduce the fare between Dulles North and DC to \$4/trip
2. Extend the Ashburn-Dulles North Transit service to Herndon/Monroe Park and Ride

3. Increase the frequency of Dulles North - West Falls Church instead of just trips after 8:30 AM - does not make any sense and keep the fare at \$1.50/trip

4. Connect Dulles North directly to LC Parkway instead of the current convoluted route via Broderick Rd and Waxpool

### **Specific Populations: Seniors, Disabled**

#### **Subject: Non-emergency medical transportation for elderly and disabled adults, 9/9/2008**

I would like to talk to a LG Transit Plan committee member about the above topic. I am currently chairing the Loudoun Human Service Network Transportation Focus Group. We are having our second meeting 9.9 to explore the above subject. I don't want to duplicate current efforts underway. I also believe the Focus Group could offer valuable information to the LG Transit Plan.. Thank you and I look forward to talking with someone soon.

#### **Subject: Senior Transit in Loudoun County and other comments, 9/24/08**

Being unable to attend tonight's meeting at Ida Lee Park, I submit the following comments regarding Senior transit. I have read all the materials from the surveys of seniors and made comments as I read. [I have also this evening submitted a separate comment on your 17-month-old Chapter 4.

Transportation is intimately connected with housing, zoning, schools, and roads. If the planning does not include all of these, it isn't really planning, it's wishful thinking.

Regarding the increase in senior population: an important factor was omitted, the increase in the number of "boomers" who are now housing their parents.

Many seniors still drive; make life safer for ALL drivers by making road signage consistent in color and location and with large letters with high contrast. The new signs, probably provided by the developer, along Snickersville Pike just east of Airmont are good examples for residential areas. The ones in Leesburg, Purcellville and Round Hill are poor examples. If a sign cannot be read soon enough to get into the proper lane for a turn then there will be more accidents and people turning without signalling. The more lanes, the larger the sign needs to be. The big white-on-green signs on some intersections along Route 7 are good but there is the ambiguous use of "NEXT" Sometimes it means "this upcoming intersection"; other times it means the one after this one. Local signs must be low enough to be lit by low-beam headlights at night. This signage idea is "low-hanging" fruit but it could add a lot to smoother driving.

Mentioned in Chapter 4 as well as in the write-up of the senior survey: reduce the amount of driving needed by locating housing near and above retail and medical offices. This would also help scheduled transit routes.

Loudoun County is one of the few which does NOT include information about local transit services in the special pages in the local telephone directories. It ought to be there. There ought to be a map with routes and stops located on it, too, for each system. [This pertains to the 3rd of the Priority Recommendations from "Major Findings". ] [Also, low-hanging fruit.]

All transit systems should have points of connection and service. That the Commuter Bus system does not connect with existing VRTA routes is unacceptable. Perhaps VRTA could be asked about providing commuter service from surrounding housing areas to the Commuter bus route stops. Much of this would be immediately before morning and after evening hours so the same equipment could be used. And it would help a lot with the need for commuter parking.

Regarding the survey of "senior" citizens:

The results regarding transportation used and needed were skewed by being held at senior centers where many had arrived by AAA buses. At shopping centers you will find most seniors arrived by cars they drove. At Post Offices this is probably true, too. Why is this so? Because seniors who can drive [or have close family or friends who drive] are the only ones who can go shopping or to the post office.

While providing a valuable service, the AAA buses do lower the demand for fixed route service.

Senior Survey offered limited choices for some questions. For example, had I taken it, in Question 8, one of my two top reasons to drive would be volunteer service activities which do not, in themselves, require use of a car. The third would have been attending local county board and advisory commission meetings. This last involves the most miles/month. Neither were on the list of choices nor was participating in the arts in any way.

Any county meetings about any topic which hope to get input from seniors should be held in venues next to existing public transit routes at hours when they operate, preferably during daylight hours [pre-dusk] for those who still drive. So provide some meetings during the day as well as some at night for those who work. The worst time, in my mind, is between 6 and 7 although I recognize that it is good for many other people.

Demographics:

me: Age 70-74 husband: Age 75-80

Both beginning to limit driving; auto is the only transportation available here other than demand service. [We do not expect public transit to serve rural areas.]

Both in good health although I have a mobility problem.

Neither uses public transit.

I used commuter bus to DC ONCE: 3 hours into DC + nearly another 30 getting into the building of my destination; 30 minutes return to bus + 2 hours on bus return; neither bus had usable device to load mobility device despite advance notice. Seats sized for larger person than I so had to sit for 5 hours with no support for back or legs. Won't ever try it again. Had hoped to use it sometime to visit Smithsonian, but last bus ran at too early an hour [museums open at 10]. No longer up to the trip. Commuter bus pick-up points in DC were not labeled in any way and the one I used did NOT have a nearby curb-cut.

### **General Comments: Analysis, Process, Participation, Concerns**

#### **Subject: Transit Planning, 9/11/2008**

Please include bicycle paths/lanes in the transit plans.

#### **Subject: Country Transportation Plan, 9/22/2008**

1. The taxpayers of Loudoun County don't need another expensive plan to layout how their money is to be spent.
2. Any plan adopted will be twisted to put money in the pockets of lawyers, developers, politicians and others.
3. If there is a need for transportation, a business person will come forward to fill that need. That they don't choose to do so or are prevented from doing so, simply attests to the groups listed in paragraph 2 above.
4. We don't need additional incentives for further growth here.

#### **Subject: Transit Planning, 9/22/08**

Plans are nothing; planning is everything. Loudoun County needs comprehensive thought for the long run. Please anticipate rights-of-way, dedicated easements, maintenance facility lands, and future parking acreage that will be needed alongside stations. Keep us informed please! Thank you.

#### **Subject: Longer bus hours, 9/22/2008**

My suggestion would be that the busses should run later into the evenings, and also on weekends. Someone without a car cannot go anywhere evenings or weekends.

#### **Subject: Hwy 267, 9/22/2008**

Buy back Hwy 267 and remove the toll. The most basic role of government is to provide for interstate commerce and the movement of materials and services. Selling the hwy to investors who are gouging Loudoun County residents and others is criminal. Budget shortages are not an excuse to privatize roads and other infrastructure. Reprioritize your budget!

**Subject: Transit, 9/22/2008**

Please consider a transit system between Leesburg and Dulles airport—busses. Please consider examining bike paths. Western Loudoun in particular is a beautiful area for bikers. We need a bike path between Hillsboro and Purcellville to start with. This would encourage a greener form of transportation and add to the tourist value of this part of the county.

**Subject: Transportation Service, 9/22/2008**

Why doesn't Loudoun County provide a bus service from the Lowes Island/Cascades area to the Reston/Herndon area? I drive from Lowes Island every morning to Reston, along with half the county and would love to leave my car at home or in a designated lot and take a bus to work.

A bus service, besides the Loudoun Commuter would help many of us commuters, save us a lot of money and gasoline, unclog the roads, take the stress off of bridges and infrastructure AND put much needed money into Loudoun County. We would all like to leave our cars at home and take the bus - but there isn't one to take. Why do we have such a poor, to non-existent mass transportation system in the county?

The bus schedule could be streamlined over the week-end or suspended for those two days - depending on ridership.

I know I am not the only person in Loudoun County who would like to see a bus service between Loudoun and Fairfax and take advantage of such a service.

Please keep this in mind the next time everyone is complaining about the price of gasoline and the traffic problems.

**Subject: Desperately need local bus service in South Loudoun, 9/22/2008**

My family and I have been living in the Kirkpatrick Farms community in South Loudoun Co. off the Rt. 50 corridor for the past 2 years. The local bus transit covers areas of Leesburg, Ashburn, Sterling, and Dulles north, but nothing in the Dulles south area of Loudoun County. Yes, we do have the commuter bus from Stoneridge Shopping Center to Washington; that is great for those who need to commute to work in downtown DC. But for many of us who live out here and have jobs in the suburbs (South Riding, Chantilly, Fairfax City, and Centreville for example) there is absolutely nothing out here to get around. Presently I am working a part time job at Stoneridge Shopping Center and ride my bicycle to/from work. I may be getting a job in Fairfax City soon. But because I don't drive, it makes it very difficult for me depending on my wife on the driving (which causes a lot of stress for both of us). It makes a lot of sense to have some study done along the Rt. 50 corridor, one of the fastest growth area of Loudoun County. And when you are considering having a hospital built along Rt. 50 in the near future, you certainly need the local bus service for the elderly. A local bus service in South Loudoun County would benefit all ages.

**Subject: Countywide transit plans, 9/22/2008**

I really hope that Loudoun County includes the construction of more bike paths and bicycle lanes on roads. We travel in Maryland frequently and have noticed that state had much more forethought when planning roads. All the roads have wide shoulders to accommodate bike traffic. It is a wave of the future, and alternative means of transportation, and a feature that will bring much needed tourism dollars to Loudoun. We need to be bike friendly!

**Subject: Transit Plan, 9/23/2008**

Assess the feasibility of raising funds for a transit system by auctioning off space along the planned transit system to outdoor advertisers. Go to the CBS Outdoors, and Clearchannels of the world and request investment from them to fund the development of a rail system in exchange for extended advertisement lease. We need to have an engineering study of potentially ideal underground and above ground train routes from Fairfax to Purcellville.

**Subject: About Loudoun County transit plan, 9/23/2008**

I live in Sterling. I would like to suggest that there should be transit around Route 7 through the Dulles mall and to the Dulles airport...Also this transit should have more frequencies like probably every 15-20 mins. and should also cover the majority of shopping places like, Costco, Walmart, Target and all.. It would be really helpful if we have a transit to commute...to the stores and places ...thank you very much for letting us comment on this project. Good luck.

**Subject: Public Transportation, 9/23/2008**

I would like to have public transportation available to commute from the Gilbert's Corner area (Lenah, western Stone Ridge) to Leesburg (north on 15).

**Subject: Transit Plan, 9/24/2008**

1. Adding commuter bus service from Leesburg to Reston and Tysons will take a number of people off the road, as acknowledged in the plan overview. Expand the number of buses to add this service.
2. Because of overcrowding, expand the number of buses serving Arlington and DC.
3. Incorporate more pedestrian and bicycle projects to reduce VMT.
4. Re-scope Moorefield Station to remove drive-in banks, fast food restaurants, etc, which only encourage/enable higher numbers of vehicle trips per household.
5. Work with VDOT and Fairfax County to transform the Dulles Toll Road into 2 HOV lane and 2 regular lanes, from the 1 HOV lane and 3 regular lanes currently. The carpool lanes are getting to be just as slow as the regular lanes and this discourages carpooling. If hybrid cars are to be reconsidered, keep the hybrids achieving over 40 mpg combined as eligible for using the HOV lanes.

6. Have sheltered bike racks at commuter bus stops.
7. Have bike racks on buses.
8. Allow folding bikes of certain dimensions onto buses, so that people can not only ride to the bus stop, but can ride to their final destination once disembarked from the bus.