GetOnBoardBRT
BUS RAPID TRANSIT IN MONTGOMERY COUNTY
MD 355

MD 355 BRT Corridor Planning Study

Phase 2

Public and Stakeholder Engagement Summary

October 2019

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1 Introduction

The Montgomery County Department of Transportation (MCDOT) is preparing a *Corridor Summary Report* for Phase 2 of the MD 355 Bus Rapid Transit (BRT) Planning Study. The project is evaluating detailed alternatives for providing enhanced transit service along MD 355 from Bethesda to Clarksburg in Montgomery County, Maryland.

Phase 2 of the MD 355 BRT Planning Study builds upon work completed in Phase 1, which developed Conceptual Alternatives that were evaluated to determine which should move forward for more detailed analysis. These alternatives have been refined and analyzed in further detail in Phase 2. The purpose of this *Ridership and Traffic Summary* is to describe the alternatives development and screening approach used. Information in this report, described below, will support discussions presented in the *Corridor Summary Report*.

The purpose of this *Public and Stakeholder Engagement Summary* is to outline the public and stakeholder engagement efforts undertaken throughout the MD 355 BRT Phase 2 study, and to provide an overview of the input that was received through these efforts.

1.1 MD 355 BRT Project Purpose and Need

The purpose of the MD 355 BRT Planning Study is to provide a new transit service with higher speed and frequency along MD 355 between Bethesda and Clarksburg. The purpose and need statement was consolidated into four distinct goals to guide the development of alternatives and as a framework for comparing alternatives:

Goal 1. Provide an appealing, functional, and high-quality transit service

Goal 2. Improve mobility opportunities, accessibility, and transportation choices for all

Goal 3. Support planned development

Goal 4. Support sustainable and cost-effective transportation solutions

2 Alternatives

Six alternatives, including the No-Build Alternative and the modified version of Alternative B, were evaluated as part of Phase 2 of the MD 355 BRT Planning Study. The findings are summarized in the Corridor Summary Report. The three Build Alternatives and the TSM Alternative are described and shown in the maps below. This summary, which supports the Corridor Summary Report, explains how public and stakeholder input was collected throughout the Phase 2 study and describes how that input was used in the process of identifying the Recommended Alternative.

2.1 No-Build Alternative

The No-Build Alternative would include no additional infrastructure improvements other than those already planned and programmed, including the Ride On extRa service launched in October 2017 from the Medical Center Metro Station to Lakeforest Transit Center. This service would include Transit Signal Priority (TSP) at key locations along the route.

2.2 Transportation System Management (TSM) Alternative

The TSM Alternative would consist of enhanced bus service operating in mixed traffic in existing lanes from the Bethesda Metrorail Station to Clarksburg along MD 355 and along Clarksburg Road to the Clarksburg BRT terminus.

This Alternative would extend the Ride On extRa service south from the Medical Center Metro Station to Bethesda and north from Lakeforest Mall to Clarksburg and will also include additional TSP along the route. The service pattern in the TSM Alternative would be the same as the pattern BRT service would follow in Alternative C.

2.3 Alternative A

Alternative A incorporated elements of the TSM Alternative plus additional elements to create a BRT service with limited infrastructure improvements. Alternative A would consist of BRT service, operating in mixed traffic using existing lanes from the Bethesda Metrorail Station to Clarksburg along MD 355. In Segment 7, the BRT would travel along Middlebrook Road to Observation Drive, Goldenrod Lane, Germantown Road, then back to Observation Drive to Ridge Road, and across MD 355 to Snowden Farm Parkway to Stringtown Road to the Clarksburg BRT Terminus.

Alternative A would include additional TSP along with queue jumps at key locations along the route. It would also include off-board fare collection, level boarding, articulated buses, and FLASH branding.

2.4 Alternative B and B Modified

Alternative B would operate in dedicated median lanes where feasible and in mixed traffic in Segments 1 and 7. There is also a modified version of Alternative B in which BRT would travel in a single reversible or fixed median lane where feasible in northern portions of the corridor. The service route for Alternative B Modified would be the same as the original Alternative B for all segments. In Segment 7, the BRT would

travel along Middlebrook Road to Observation Drive, including the unbuilt portion, to Stringtown Road to the Clarksburg BRT Terminus.

Alternative B and B Modified would include additional TSP at key locations along the route, off-board fare collection, level boarding, articulated buses, and FLASH branding.

2.5 Alternative C

Alternative C would operate in dedicated curb lanes where feasible. In Segment 7, the BRT would travel in mixed traffic along MD 355 from Middlebrook Road to the BRT Terminus at Clarksburg, via Clarksburg Road and Stringtown Road.

Alternative C would include additional TSP along with queue jumps at key locations along the route. It would also include off-board fare collection, level boarding, articulated buses, and FLASH branding.

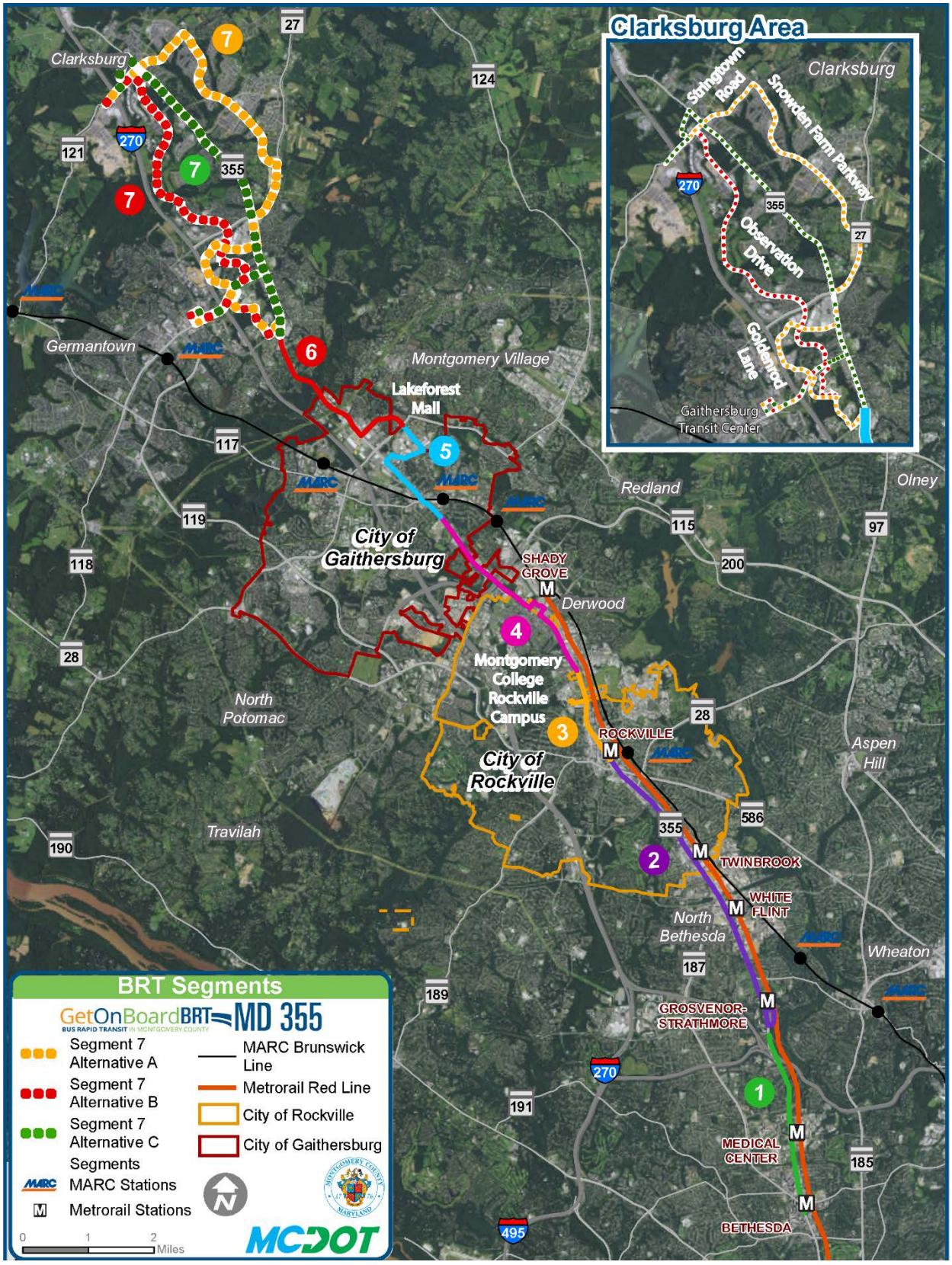
2.6 Alignment Segments

Due to the existing conditions that vary along MD 355 as the roadway transitions from an urban environment in downtown Bethesda to a suburban setting in Clarksburg, the corridor was divided for purposes of analysis into seven segments during Phase 1 of this study and these segments were carried forward into Phase 2. The segments were primarily geographically based with each having its own set of characteristics, opportunities, challenges, and constraints. The seven segment geographic descriptions are listed in **Table 2-1** and shown below in **Figure 2-1**.

Table 2-1 | Alternative Alignment Segments

Segment	Geographic Description
1	Bethesda Metrorail Station to Grosvenor Metrorail Station
2	Grosvenor Metrorail Station to Dodge Street
3	Dodge Street to College Parkway
4	College Parkway to Summit Avenue
5	Summit Avenue to MD 124
6	MD 124 to Middlebrook Road
7	Middlebrook Road to Clarksburg

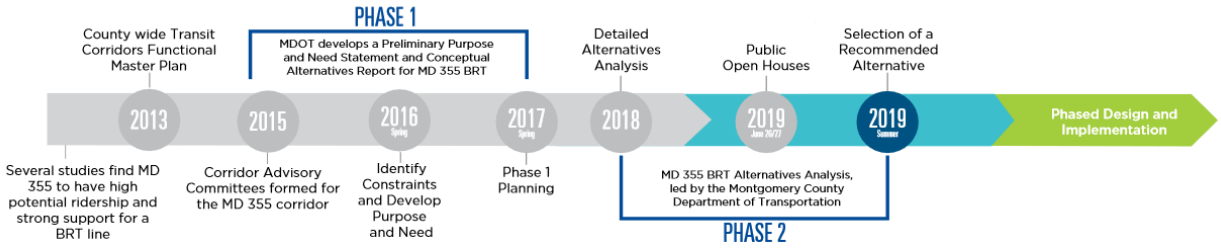
Figure 2-1 | Alternative Alignment Segments



3 Public and Stakeholder Engagement: Overview Summary

Members of the public and stakeholders had opportunities throughout the MD 355 BRT Phase 2 study to receive information about the project and provide input. Phase 2 of the MD 355 BRT project lasted from 2018 through the summer of 2019. A detailed project timeline for the MD 355 BRT project can be found in **Figure 3-1**.

Figure 3-1 | MD 355 Project Timeline



Public involvement for the project in Phase 2 included 27 Community Updates, five public open houses, and eight Community Advisory Committee (CAC) meetings, as well as numerous partner-agency meetings, community events, and industry events. These efforts are a continuation of the public outreach that began in Phase 1, which included ten CAC meetings and two rounds of three open houses. In addition, a new user-friendly website, www.RidetheFLASH.com, was created to educate the public about BRT and keep them up-to-date on project information. The MD 355 project team conducted the following activities and received the following forms of input throughout the course of Phase 2:

- Five open houses
- Eight Corridor Advisory Committee (CAC) meetings
- 22 community and industry events
- 27 community updates
- 28 partner agency meetings
- 116 written comments provided
- 246 digital survey responses

The "Summary of Public and Stakeholder Feedback" section on page 23 provides information on how MCDOT incorporated public and stakeholder feedback into the Alternatives Analysis and the process of identifying a Recommended Alternative.

4 Events and Activities

4.1 Corridor Advisory Committees (CACs)

This section summarizes the topics of discussion from the three rounds of CAC meetings held during this study. Following the Montgomery County Council's directive in the approved Countywide Transit Corridors Functional Master Plan (2013), MCDOT formed a corridor advisory committee for the MD 355 BRT Corridor Planning Study. CACs were established in Phase 1 to help provide community input on the

project. Two CACs were initiated, split geographically, comprised of stakeholders representing the MD 355 study corridor.

Two meetings, with the North and South CACs, were held in October 2017. In October 2017, the South CAC, which had over 40 members, was further divided into two CACs (South and Central) in order to enable greater participation in smaller groups for CAC members. For each of the two subsequent rounds of CAC meetings, three meetings were held. The meetings covered a range of topics and provided residents, business owners, and other interested stakeholders the opportunity to provide input, discuss study assumptions and methodologies, and to share information from the meetings with the community groups they represent. Information about these meetings and the topics of discussion are described below.

4.1.1 October 2017 CAC Meetings

The dates, times, and attendance for each of the two CAC meetings held in October 2017 can be found in **Table 4-1**.

Table 4-1 | October 2017 CAC Meetings

Meeting	Date and Time	Location	Attendance
MD 355 North CAC	October 4, 2017 6:30-8:30 p.m.	Casey Community Center, Gaithersburg, MD	13 CAC members 4 members of the public
MD 355 South CAC	October 10, 2017 6:30-8:30 p.m.	Bethesda Chevy Chase Regional Services Center, Bethesda, MD	18 CAC members 4 members of the public

These meetings were the first CAC meetings that occurred after MCDOT took over the administration of the project from the Maryland Department of Transportation, so CAC members were introduced to the new project team. There was also an overview of the Phase 2 study purpose and process. The project team gave a brief presentation on each alternative. Then, CAC members participated in a small group discussion activity, during which the members learned about different aspects of the project at six different stations. The stations included:

- Phase 2 Study Objectives
- Public Involvement
- Goals and Measures of Effectiveness
- Alternative A
- Alternative B
- Alternative C

After the activity concluded, members reconvened to share their feedback. Verbal comments provided at the end of the meeting related to: the modeling process; the different routes BRT service could use to travel in the northern section (Segment 7), and the project timeline.

4.1.2 February 2018 CAC Meetings

In February 2018, three CAC meetings were held. The dates, times and attendance for each of the meetings can be found in **Table 4-2**.

Table 4-2 | February 2018 CAC Meetings

Meeting	Date and Time	Location	Attendance
MD 355 North CAC	February 21, 2018 6:30-8:30 p.m.	Germantown Library, Germantown, MD	9 CAC members 2 members of the public
MD 355 Central CAC	February 12, 2018 6:30-8:30 p.m.	Montgomery County Executive Office Building, Rockville, MD	7 CAC members 1 member of the public
MD 355 South CAC	October 10, 2018 6:30-8:30 p.m.	Bethesda Chevy Chase Regional Services Center, Bethesda, MD	5 CAC members 2 members of the public

At these meetings, attendees participated in an activity to help gather feedback about various aspects of the project. Members were divided into groups and visited three stations, where they learned about BRT and local bus service planning, project engineering, and station locations, respectively. Each group spent approximately 25 minutes at each station, where they asked questions and gave feedback on the various topic areas. With respect to service planning, CAC members had many comments. These included comments on improving the Ride On Route 55 service and extending Ride On extRa service, as well as the importance of BRT serving the Lakeforest Transit Center. Some members discussed the segmentation in ridership along the corridor, since many riders in the north will be using the BRT to connect to Metrorail, while those in the south are more likely to take BRT for local trips. There were also comments about college students using the bus to travel south from Clarksburg, riders taking the first available bus, the importance of rapid and reliable service, and the need for detailed signs that outline the new service once it begins.

At the engineering station, members discussed lane widths and ensuring pedestrian safety in the median BRT alternative. Other members raised questions about access to commercial properties on MD 355 once the BRT service was implemented. There were also discussions about how the Gaithersburg Master Plan and White Flint Sector Plans were being included in the BRT planning process and the advantages of a bi-directional lane in Gaithersburg to accommodate the ridership demand. Finally, members discussed the tradeoff between faster service and serving more riders that would arise when serving the Lakeforest Transit Center.

With respect to station locations, members gave feedback on the potential station locations and the criteria that should be used in determining whether a location should have a BRT station.

4.1.3 June 2019 CAC Meetings

In June 2019, three CAC meetings were held along the MD 355 corridor. The dates, times, and attendance for each of the meetings can be found in **Table 4-3**.

Table 4-3 | June 2019 CAC Meetings

Meeting	Date and Time	Location	Attendance
MD 355 North CAC	June 5, 2019 6:30-8:30 p.m.	Upcounty Regional Services Center, Germantown, MD	10 CAC members 2 members of the public
MD 355 Central CAC	June 4, 2019 6:30-8:30 p.m.	Montgomery County Executive Office Building, Rockville, MD	7 CAC members 3 members of the public
MD 355 South CAC	June 3, 2019 6:30-8:30 p.m.	Bethesda Chevy Chase Regional Services Center, Bethesda, MD	9 CAC members 2 members of the public

At these meetings, project staff gave a detailed presentation that focused on the results for each of the alternatives with respect to the Measures of Effectiveness. This presentation included information on the travel times, ridership, reliability, accessibility, environmental considerations, right-of-way needs, costs, and the different alignments under consideration in Segment 7. Members were given the opportunity to ask questions about the information that was presented and provide input and opinions, including on the question of how project implementation should be phased. Several members in all three CACs commented that implementation should begin in the northern part of the corridor, since this will allow new riders to access Metrorail using BRT service. Additionally, several members felt that beginning service in the north would attract new riders and help build support for continued implementation of the service. In addition to these comments, there were also discussions about how to coordinate with the I-270 improvement project.

Summaries from all CAC meetings are available at:

- MD 355 North CAC – https://www.ridetheflash.com/cac/md-355-north-cac/
- MD 355 Central CAC – https://www.ridetheflash.com/cac/md-355-central-cac/
- MD 355 South CAC – https://www.ridetheflash.com/cac/md-355-south-cac/

4.2 Open Houses

Open houses were interactive events that provided information to participants and allowed the project team to ask attendees for their opinions and comments on the alternatives and their hopes for the project.

Five open houses were held over the course of this planning study. Three events in January-February 2018 and two events in June 2019 were held to share information and gain feedback from residents and stakeholders along the corridor. In preparation for the open houses, MCDOT emailed CAC members, representatives from cities and partner agencies, stakeholder and civic organizations, and community-based organizations to inform them of the events and to encourage these organizations to promote them. MCDOT also distributed flyers advertising the open houses at Metrorail stations, bus transfer areas, and on Ride On routes along the MD 355 corridor. The open houses were advertised in various print and online news

media[1], as well as through paid ads on Facebook, Instagram, and Twitter and on MCDOT's website. The project team sent out email blasts to all contacts who had previously expressed interest in the project and mailed a total of 92,000 postcards advertising the open houses to households, businesses and property owners.

At each open house, attendees had the opportunity to visit "stops" covering various topics related to the project. These stops included a project introduction, an overview of the alternatives, potential station locations, conceptual engineering, and a summary of the planned changes to local bus service along the corridor. Staff were available to answer more specific questions and provide additional information. Several stations contained interactive activities and/or provided comment opportunities for participants to complete.

Figure 4-1 | Attendees at the Winter 2018 Open House Held at Clarksburg High School

Virtual open houses were created for the project website that mirrored the two open house experiences. The virtual open house, an interactive, web-based experience, allowed visitors to view the information displays from the open house, each accompanied by narration explaining the content on each display. The virtual open house also encouraged participants to provide feedback and comments through online forms. Each virtual open house provided an opportunity for those that could not attend the open houses in person to review materials about the study and better understand how to provide feedback.

The open houses had a total of 366 in-person participants, who provided 85 written comments. Details from each set of open houses are below.

4.2.1 January-February 2018 Open Houses

Three open houses were held in January and February 2018; their dates and locations are shown in **Table 4-4**.

[1] Print and online ads advertising the January-February 2018 Open Houses appeared in the following news media: Washington Post Express, Montgomery County Sentinel, Korean Times, Washington Chinese Daily News, El Pregonero, Washington Informer, El Tiempo Latino, Doi Nay, Epoch Times, and World Journal. Online only ads appeared on WTOP.com and The Patch - Bethesda, Rockville, Gaithersburg, and Germantown. For the June 2019 Open Houses, print ads appeared in El Pregonero, The Epoch Times, The Korea Times, the Washington Chinese Daily News, the Washington Post, and The World Journal. Online ads appeared in The Patch - Bethesda, Rockville, Gaithersburg, and Germantown.

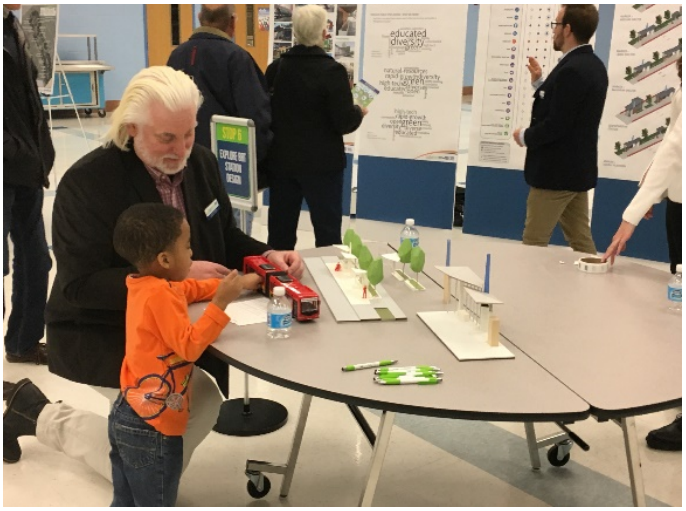
Table 4-4 | January 2018 Open Houses

Location	Date and Time	Participation
Clarksburg High School	January 22, 2018	36
Gaithersburg High School	January 24, 2018	56
Bethesda-Chevy Chase High School	February 1, 2018	74

At the winter 2018 open houses, members of the public had an opportunity to learn about the alternative analysis approach and process for the Phase 2 MD 355 BRT study. The participants were invited to visit a series of stations, which together had over 30 boards displaying information. The information provided addressed the following topics:

- Welcome and Introduction
- Understand the MD 355 BRT Project
- Review the Alternatives for the MD 355 BRT
- Learn about BRT Service Planning
- Understand the Station Location Evaluation
- Explore BRT Station Design
- Stay Involved in the Project

Figure 4-2 | Project Staff and an Attendee at a Winter 2018 Open House



At each station, participants had the opportunity to provide subject-specific comments or participate in a hands-on activity to help the project team members understand their opinions regarding the topic. In addition, at the Stay Involved station, participants were invited to complete written comment cards and/or post comments on a board for others to see.

The comments provided at these events are summarized on page 18.

For those who could not attend in person, a virtual open house was made available online; it is available at: https://www.ridetheflash.com/md-355-project-january-2018-open-house/.

4.2.2 June 2019 Houses

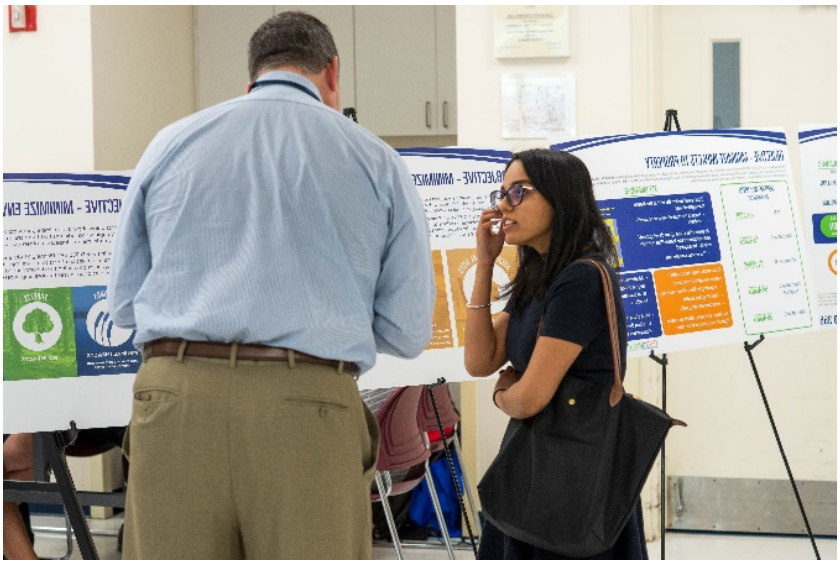
In June 2019, the project team held two open houses along the MD 355 corridor to share the Phase 2 study results. Open house dates and locations are shown in **Table 4-5**.

Table 4-5 | June 2019 Open Houses

Location	Date and Time	Participation
Activity Center at Bohrer Park, Gaithersburg	June 26, 2019	36
B-CC Regional Services Center, Bethesda	June 27, 2019	27

At these open houses, attendees could examine the results of the extensive evaluation and preliminary engineering of the alternatives completed in the Phase 2 study, shown through 35 new informational boards. The purpose of the second round of open houses was to give the public an understanding of how the alternatives compare across various measures. The information presented addressed preliminary engineering and design, travel time, ridership, environmental impacts and benefits, quality of life and economic benefits, traffic impacts, right-of-way needs, accessibility, and cost estimates. Attendees were invited to give their input on the different alternatives to help the team inform the selection of a Recommended Alternative for the BRT, including opinions on how project implementation should be phased once a Recommended Alternative is chosen.

Figure 4-3 | Attendees Learn about the Project at a June 2019 Open House



The open houses were separated into five stations:

- Welcome and Introduction
- About the MD 355 BRT Project and Alternatives
- Station Locations
- How Do the Alternatives Compare?
- Stay Involved

Figure 4-4 | Project Staff Explaining the Alternatives at a June 2019 Open House

After visiting stations one through five, participants were asked to complete a survey via electronic tablets set up at the event to provide comprehensive input based on the information they had seen. Members of the public could also complete this survey online—a demo version is available at this link[2]—which resulted in many responses being received outside of the open houses. Images of the survey can be found in **Appendix B**. All open houses were family friendly and featured a children's activity area in the center of the room.

For those who could not attend in person, a virtual open house was made available online at: https://www.ridetheflash.com/355openhouse/

4.3 Community Updates

To ensure that stakeholders and members of the public were aware of project happenings, MCDOT provided updates to various community groups along the corridor. Throughout the course of the Phase 2 Study, MCDOT provided 27 community updates. A list of the updates and the date on which they were given can be found in **Table 4-6**.

[2] Full link is: https://md355brt-demo.metroquest.com/

Table 4-6 | Phase 2 Community Updates

Community Update	Date
White Flint Partnership	September 14, 2017
College Gardens Civic Association	November 8, 2017
Suburban Maryland Transportation Alliance (SMTA)	January 30, 2018
North Bethesda Transportation Management District (TMD) Advisory Committee	January 31, 2018
Laytonsville Lions Club	February 8, 2018
Friendship Heights Transportation Management District (TMD) Advisory Committee	February 13, 2018
Western Montgomery County Citizens Advisory Board	February 26, 2018
White Flint Downtown Advisory Committee	March 14, 2018
Montgomery County Commission on People with Disabilities	March 14, 2018
Bethesda Transportation Management District (TMD) Advisory Committee	March 16, 2018
Georgetown Village Condominium/Old Georgetown Village HOA	March 22, 2018
Montgomery County Economic Development Corporation	April 4, 2018
Clarksburg Chamber of Commerce	April 4, 2018
White Flint Sector Plan Implementation Advisory Committee	April 9, 2018
Georgetown Village Community	April 19, 2018
Germantown-Gaithersburg Chamber of Commerce Economic Development Committee	May 16, 2018
Luxmanor Citizens Association	May 17, 2018
City of Gaithersburg Economic and Business Development Committee	May 18, 2018
White Flint Sector Plan Implementation Advisory Committee	June 11, 2018
Montgomery Village Foundation Board of Directors	June 28, 2018
Boyds Civic Association	July 19, 2018
City of Rockville Bicycle Advisory Committee	August 1, 2018
Greater Shady Grove Transportation Management District (TMD) Advisory Committee	September 5, 2018
Rockville Chamber of Commerce	September 11, 2018
Transportation Planning Board (TPB), Regional Public Transportation Subcommittee	January 29, 2019
White Flint Sector Plan Implementation Advisory Committee	July 8, 2019
Greater Shady Grove Transportation Management District (TMD) Advisory Committee	July 17, 2019

4.4 Community and Industry Events

To help the public learn more about BRT in the County and the MD 355 BRT project, MCDOT and its project team and partners held 17 community events and attended five industry events in the larger Washington, DC region. The *Ride the FLASH* website listed the venues and times where MCDOT representatives would be present, and many of the events were advertised through the event organizers. These community events ranged from having a table at regular local events and a variety of community festivals, to setting up an information tent at transit stations during peak commute hours. The purpose of these events was to bring public attention to MCDOT's BRT projects and to reduce the burden on members of the public to attend project-specific events to receive information from MCDOT staff and provide feedback. Additionally, these events allowed MCDOT to record feedback from members of the public who are not typically well represented in public engagement processes. A total of 2,300 individuals participated in BRT outreach at community events. A list of the community events the project team attended can be found in **Table 4-7**.

Figure 4-5 | The BRT Booth at a Community Event

At all community events, MCDOT set up tables with the following:

- Information on BRT projects in the County
- "How to get more involved" guides
- Project related giveaways
- A prize wheel used to attract the attention of event attendees
- A children's table with relevant toys and crafts
- Comment cards

Figure 4-6 | MCDOT with Attendees at the BRT Booth at the 2018 Montgomery County Greenfest

Table 4-7 | Phase 2 Community Events

Community Event	Date
Montgomery County Fair (Gaithersburg)	August 14, 2017
Taste of Bethesda	October 7, 2017
World of Montgomery (Montgomery College)	October 15, 2017
Bike Connectivity Day at the Grosvenor-Strathmore Metro Station	October 28, 2017
Rockville Town Center	November 15, 2017
Montgomery College Germantown	February 22, 2018
Lunar New Year Celebration at Richard Montgomery High School	February 24, 2018
US Health and Human Services Earth Day Event	April 19, 2018
Bike to Work Day (At Bethesda and White Flint)	May 18, 2018
Rockville Hometown Holidays	May 26 and 27, 2018
Gaithersburg SummerFest	June 30, 2018
Montgomery Village Farmers Market	July 14, 2018
Montgomery County Fair	August 12, 2018
Taste of Bethesda	October 6, 2018
Montgomery County Greenfest	April 28, 2019
Bike to Work Day (At Bethesda and North Bethesda)	May 18, 2019
Rockville Hometown Holidays	May 25 and 26, 2019

In addition to these community events, MCDOT attended events organized by various organizations in the transportation planning field. Attending these events allowed the project team to reach people in the region that were working in the industry, as well as other attendees, and educate them about the MD 355 BRT project specifically as well as MCDOT's broader plans for BRT. A list of industry events that the project team attended can be found in **Table 4-8**.

Table 4-8 | Phase 2 Industry Events

Industry Event	Date
Urban Land Institute (ULI) Washington Leadership Institute	October 10, 2017
National Capital Area Chapter of the American Planning Association, Annual Chapter Conference	October 27, 2017
American Society of Highway Engineers, Engineers Club of Baltimore	November 21, 2017
Suburban Maryland Transportation Alliance Panel	November 30, 2017
350MoCo, Montgomery County Economic Development Corporation	April 3, 2018
County Engineers of Maryland (CEAM) Spring 2018 Conference	May 2, 2018

4.5 Coordinating Partner Agency Meetings

The Project Team met regularly with government and agency partners affected by the project and who, in some cases, may have a role in the implementation of BRT service along MD 355. These meetings were considered a critical component of stakeholder engagement throughout the study.

4.5.1 City of Gaithersburg

The project team met with staff from the City of Gaithersburg regularly throughout this phase of study, including on the following dates:

- September 11, 2017
- December 6, 2017
- March 23, 2018
- July 13, 2018
- September 4, 2018
- October 1, 2018
- May 20, 2019
- June 10, 2019 (Mayor and Council Briefing)

The City of Gaithersburg was primarily interested in the portions of the corridor that fall within its boundaries: Segment 5 and portions of Segments 4 and 6. Discussions focused most heavily on engineering, including the path the BRT would take in the area around Lakeforest Mall, as well as typical sections and BRT treatments in constrained areas, such as bridges, and generally along the corridor. Engineering concerns about bicycle and pedestrian facilities were also discussed, as were station locations, including planning for infill station locations to inform future development proposals. Lastly, right-of-way needs were discussed, including avoiding and minimizing impacts to business and residential properties to the extent practicable with each alternative.

4.5.2 City of Rockville

The project team met with staff from the City of Rockville regularly throughout this phase of study, including on the following dates:

- September 15, 2017
- December 6, 2017
- March 15, 2018
- June 21, 2018
- July 16, 2018 (Work session with Mayor/Council)
- September 4, 2018
- September 5, 2018
- September 7, 2018
- May 30, 2019
- June 17, 2019 (Mayor and Council Briefing)

The City of Rockville was primarily interested in the portions of the corridor that fall within its boundaries: Segment 3 and portions of Segments 2 and 4. Discussions focused most heavily on: aligning needs for the MD 355 BRT with the City's Master Plan, development proposals, and station locations, including infill stations and avoiding and minimizing impacts to properties to the extent practicable with each alternative.

4.5.3 Maryland-National Capital Park and Planning Commission (M-NCPPC)

The project team met with staff from M-NCPPC regularly throughout the course of this phase of study, including on the following dates:

- August 2, 2017
- December 5, 2017
- March 13, 2018
- March 21, 2018
- May 1, 2018
- March 8, 2019
- May 22, 2019

Given the importance of the project to the County's transportation network and land use many years into the future, as well as M-NCPPC's planning and development review roles, M-NCPPC staff were interested in all aspects of the project. Discussions between the project team and M-NCPPC staff focused most heavily on engineering, including bicycle and pedestrian facilities; traffic modeling, including assumptions and methodologies; station locations; and the criteria that would be used for evaluating the alternatives, including air quality and reliability.

4.5.4 Maryland Department of Transportation (MDOT) Maryland State Highway Administration (SHA) and Maryland Transit Administration (MTA)

The project team met with staff from the MDOT SHA and MTA regularly throughout the course of this phase of study, including on the following dates:

- September 15, 2017
- December 8, 2017
- March 22, 2018
- June 25, 2018
- May 30, 2019

Discussions with MDOT SHA and MTA staff were initiated early for the purpose of developing consensus on engineering concepts as the study progresses. Concepts such as bus boxes[3], lane widths, bicycle and pedestrian facilities, ongoing safety improvements, and traffic modeling and impacts were primary topics of discussion.

4.5.5 Washington Metropolitan Area Transit Authority (WMATA)

The project team met with staff from WMATA regularly throughout the course of this phase of study, including on the following dates:

[3] A bus box is a short opening in the guideway separator next to the left turn lane in one lane, median-running BRT that gives buses the opportunity to allow vehicles travelling in the opposite direction to pass them and access BRT stations in the median guideway.

- December 14, 2017
- March 23, 2018
- July 12, 2018
- May 31, 2019

Discussions between the project team and WMATA focused most heavily on BRT stations that were being planned to interface with Metrorail stations, the project's potential to influence the Metrorail Red Line ridership, plans for the use of articulated buses, and the development of a preliminary service plan to inform the modeling.

5 Written Feedback (Digital and Paper Comments)

Throughout Phase 2, members of the public were able to provide written comments on the MD 355 BRT project. Attendees at the January-February 2018 and June 2019 Open Houses were able to submit written comment cards. Attendees at the June 2019 Open House were also able to complete the online survey that asked about survey-takers' preferences for, and sentiments toward, the project. This online survey was also made available to the public through the project website, and MCDOT received responses to it between June 25 to July 11, 2019. In addition, there was a comment form on the project website throughout Phase 2, allowing visitors to the website to share their thoughts on what they had read about the project. Finally, some members of the public emailed comments regarding the project directly to MCDOT staff. This section includes summaries of the written feedback received through these various channels.

5.1 Feedback Received at the January-February 2018 Open Houses

The project team received 68 completed comment cards during the January/February 2018 Open Houses. Each comment was entered into a comment database and analyzed by the project team. The majority of comments were tagged as being supportive and/or offering constructive criticism; only three participants expressed firm opposition to the project. A few major themes and common topics emerged from the comments provided by open house participants:

- **Project support and desire for quick implementation** - 28 participants explicitly expressed a desire for the project to be implemented quickly and/or strong support for the project.
- **Preference for Alternative B and dedicated lanes** - Ten participants expressed support for an alternative that includes dedicated lanes, and seven of those ten explicitly stated that they favor Alternative B, due to the perceived time-saving advantages of median-running BRT. Two of these participants noted that they prefer whichever option will have the shortest travel times, and a few noted fears related to potential political barriers or that the County would "default to the least expensive option." One of the respondents who stated opposition to the project noted a desire for extension of Ride On extRa, which is the TSM Alternative.
- **Support or satisfaction with the events and process** - Nine participants commented on the quality of the open house events, often complimenting the clarity of the presentation materials and/or noting appreciation of the outreach process. One participant noted having "confidence that the best option will be selected" because of the quality and thoughtfulness of the information presented. Only one commenter expressed strong opposition to the process, noting that a new committee is needed because the plans are "ill-conceived."

Participants provided at least three written comments regarding each of the following issues:

- The importance of having the **right amount of parking** to support ridership
- The importance of **considering cost effectiveness** in selecting the Recommended Alternative
- The **environmental benefits** the project will have
- The importance of bicycle and pedestrian options and safety
- **Concerns regarding traffic and disruption**, in one case qualifying support for the project based on the assumption that the number of traffic lanes would not be reduced

Participants provided two written comments regarding each of the following issues:

- The **importance of the local bus network** to provide connections to the BRT
- A desire for **more information about project timing and costs** (Note: many additional participants also asked about these topics verbally)
- A preference for the MD 355 alignment (i.e. Alternative C alignment) in Segment 7
- The project's value with respect to **economic benefits** (these were positive comments)
- **Lack of a nearby station** and concern that only intersections were being considered as potential station locations
- A desire for late night and all-day span of service

Finally, single participants raised the following points in their comment cards:

- A concern about fare payment enforcement
- A concern about the MD 355 BRT competing with Metro for riders
- A desire for the M-83 project to be constructed
- The importance of engaging seniors and members of the public who are disable

Team members observed that most participants were eager to learn about the project. Of the three alternatives, many participants expressed the highest level of interest in the median-running alternative (B), in some cases with the caveat that more information about cost differences could influence their positions. Participants who expressed concerns about the project identified traffic and property impacts as their most significant concerns. There were several participants who noted that the materials and conversations with staff were very comprehensive and brought clarity to their understanding of the project. In addition to the written comment cars, there were several topics that were raised verbally by multiple participants. These included: the need for parking/park and rides, importance of the local bus network for connecting to the BRT, the importance of pedestrian safety and access (in a few cases, concerns about pedestrian safety under Alternative B), and the need for the BRT to provide connections to transit centers and Metro stations.

5.2 June 2019 Open Houses

5.2.1 Written Comments

The project team received 17 completed comment cards or other written comments from participants during the June 2019 Open Houses. In general, written comments were unique and specific to individual attendees. The largest theme that emerged from the comments was a preference for Alternative B Modified and/or dedicated lanes. Several participants expressed support for dedicated lanes, and two of those four stated a preference for Alternative B Modified. One participant cited dedicated lanes as the

key to public buy-in. Another participant noted that the No-Build Alternative is similar to existing Ride On service and that BRT should prioritize efficiency in transit service to a greater extent, as well as reduce the amount of duplicative service. A cyclist mentioned buses in mixed traffic as an inconvenience and was in support of dedicated bus lanes. Some participants also expressed concerns about property impacts; some of these participants were not opposed to BRT generally but wanted to reduce impacts to their neighborhoods.

Eleven individuals from Crest of Wickford, a condominium community on Rockville Pike, through a combination of verbal comments at the June 2019 Open Houses and written comments subsequently sent to MCDOT, expressed concerns regarding potential impacts of BRT to their neighborhood. Although they voiced support for improved transit through implementation of the BRT, these residents voiced concerns about the impacts to the 25-foot berm that separates their community from Rockville Pike, which could impact home property values, congestion, and air and noise pollution.

5.2.2 Survey Results

At the June 2019 Open Houses and online between June 25 and July 11, 2019, members of the public were invited to provide responses to a web-based survey,[4] which solicited opinions regarding respondents' preferred alternative by segment; priorities for phased implementation of the project (i.e., where they would like to see BRT implemented first); preferred route (if any) the BRT should take in the Clarksburg area; priorities for BRT with respect to meeting broad goals such as reducing travel time and minimizing impacts; opinion (if any) on station locations identified in the Phase 2 Study; and opinion regarding the potential for BRT to have a positive impact on their community. MCDOT received a total of 246 survey responses. A memo detailing the responses to the survey can be found in **Appendix A. Appendix B** and **Appendix C** contain, respectively, a copy of the full survey and lists of all written comments provided to the survey.

In the Alternatives Preference section of the survey, respondents preferred different alternatives for the various segments of the MD 355 corridor. For Segment 1 (Bethesda), there was a strong preference for Alternative C, which would include one peak-period/direction BRT lane, rather than Alternatives A, B, B Modified or TSM, which would only have mixed traffic in that segment. For Segment 2 (White Flint), respondents supported Alternative B or B Modified and Alternative C equally (significantly more than other alternatives). In Segment 3 (Rockville), the options that were selected most were Alternatives C and B or B Modified, which both include one dedicated southbound lane. For Segments 4 (Shady Grove) and 6 (Germantown), over 60 percent of those who responded expressed a preference for Alternatives B or C, both of which include two dedicated lanes; differences between the two were not significant. Only five percent of respondents selected Alternative B Modified in those two segments. For Segment 5, twice as many respondents selected Alternatives B or B Modified than any other option. Respondents were also able to provide additional written comments for each of the alternatives, and the number of these comments for Segments 1, 3, and 5, were significantly higher than the number of comments for the other segments. The majority of comments on Segments 1, 3, and 5 were from respondents who expressed

[4] A demonstration version of the survey is available at: https://md355brt-demo.metroquest.com/.

support for dedicated lanes. This support was generally split between median and curb lanes. For Segments 3 and 5, respondents specifically expressed support for dedicated lanes in both directions.

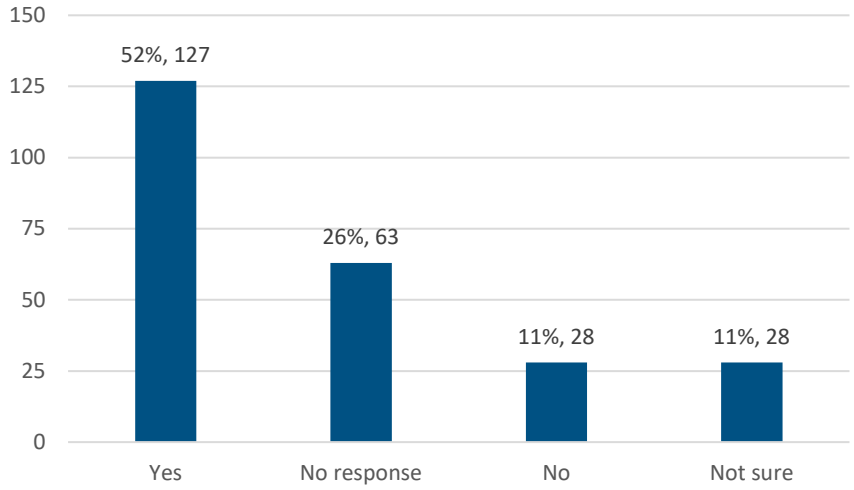
For the question of which segment(s) should be constructed first, Segment 4 (Shady Grove) was selected the most, followed by Segments 3 and 5. Respondents who did not choose any segments as high priority for implementation made up the second largest group of answers for this question. Segments 2, 4, 5, and 7 received the most written comments for this question. For Segment 2, some comments expressed support for the No-Build Alternative; however, many of the comments for Segment 4 expressed support for the project generally. All of the comments for Segment 5 supported the project, and most pointed to several factors when describing why BRT service should start there, including high rates of population and employment growth, as well as the fact that riders in the southern segments already have more transit options. All of the comments about Segment 7 pointed to the lack of transit service north of Shady Grove in explaining why service should start in the area. Some of these comments expressed support for ending the service at Shady Grove to provide Clarksburg residents with a direct connection to Metrorail service. Overall, there was a general consensus from the comments that implementation should begin in the northern part of the corridor, to provide a connection to Metrorail for the people in this area, who generally have a lower level of transit service relative to those in the southern part of the corridor.

For the question of the route BRT should use in Segment 7 (Clarksburg), a plurality of the respondents (42 percent) had no opinion. Of those that did provide opinion, MD 355 (Alternative C) was chosen by 29 percent of respondents, followed by Snowden Farm Parkway (Alternative A), at 15 percent, and Observation Drive (Alternatives B and B Modified), at 13 percent. However, many of the responses to this question indicated support for allowing people who live in the Clarksburg area to decide which service pattern should be chosen for this area.

There was also a question about the priorities for BRT service in Montgomery County in terms of overall benefits or impacts to the community. Survey-takers were asked to choose up to three possible project goals as priorities. Of the respondents that answered this question, 22 percent said that providing a fast trip should be a priority and 19 percent chose providing a reliable trip. Of the other options, providing more livable and walkable communities, and ensuring high ridership were the only others to receive support from at least 10 percent of respondents (14 and 10 percent, respectively).

There was also a question about agreement with the BRT station locations identified by MCDOT in Phase 2. Twenty-nine percent of respondents agreed with locations, 37 percent said they were not sure, 27 percent had no response, and only six percent disagreed. Finally, survey-takers were asked if BRT will have a positive impact on their community. As shown in **Figure 5-1**, nearly 80 percent of respondents either said yes or provided no response (52 and 26 percent, respectively); only 22 percent said either “no” or that they were “not sure.”

Figure 5-1 | Will BRT Have a Positive Impact on Your Community?



At the end of the survey, respondents were invited to share any additional comments they would like to provide. The most popular subject areas for these comments were support for the project, followed by alternative preference, and opposition. Specific concerns, changes to BRT service, additional infrastructure improvement, and environmental concerns were the other subject areas of these comments.

In summary, the survey responses indicated that the majority of respondents would prefer a Recommended Alternative that includes dedicated lanes, with no clear favored option between median lanes (Alternatives B and B Modified) and curb lanes (Alternative C). The top priorities for BRT implementation amongst responders were providing a fast and reliable trip as well as supporting the development of more livable and walkable communities.

5.3 Other Submitted Comments

Throughout the Phase 2 study (between June 2017 and July 2019), the project team received 31 comments that were collected via a comment form on the County's Ride the Flash website or by email.

Respondents provided two or more written comments regarding each of the following issues:

- The importance of **easy access to BRT stations**, particularly in the form of commuter parking in the Clarksburg area
- Concerns **regarding traffic disruption** on Rockville Pike affecting business viability
- A desire for a **streamlined passenger experience** with respect to accommodating transfers to and/or from Metrorail by optimizing where the BRT stations are located and how the stations are designed
- A desire for **route extensions** northward to Clarksburg outlets and southward to Friendship Heights, providing connections to D.C. bus lines
- Preferences for Alternative B and dedicated lanes

Single respondents raised the following points in their responses:

- A concern about duplicating the service currently provided by Metrorail's Red Line
- A concern for causing **damages to the environment** through construction of BRT
- A concern for **overbuilding and increased density** on Wisconsin Avenue corridor
- A recommendation for **dedicated lanes** to be considered near Medical Center station

6 Summary of Public and Stakeholder Feedback

Public and stakeholder feedback played an important role throughout the Phase 2 Study of the MD 355 BRT project. The project team began gathering feedback early in the study process at the CAC meetings in October 2017 and open houses in early 2018. The feedback from community members that live and work in the area helped supplement the team's understanding of the existing conditions. Many individuals helped the project team identify potential operational issues that each alternative could experience, which the project's engineering team considered in developing conceptual engineering for the alternatives. CAC members also provided valuable insight to the project team in terms of how to present information to the public.

In addition to the feedback received from CAC members, attendees at both rounds of open houses and members of the public submitted important feedback to the project team. The public survey that was available at the June 2019 Open Houses and online, as well as the option to submit written comments about the project online at any time, gave members of the public many opportunities to provide input that informed MCDOT's and the County Council's understanding of the public's preferences for BRT on MD 355. For example, through the survey and written comments, MCDOT was able to identify strong support for alternatives that include dedicated lanes – i.e., Alternatives B, B Modified, and C. A number of people expressed the opinion that BRT service would be more effective on MD 355 if dedicated lanes were used. Many survey respondents indicated no preference regarding which route BRT service would take in Segment 7, and others, a majority of whom do not live in the Clarksburg area, commented that residents who live there should help make the decision. Finally, members of the public indicated to MCDOT that fast trips and reliable trips were the top two priorities for BRT for most respondents, with supporting more livable and walkable communities another high priority. It is also important to note that some respondents expressed concerns about potential impacts to neighborhoods in specific locations in both the survey responses and the written comments.

In addition, partner agency meetings also provided MCDOT with valuable feedback. Meetings with the City of Gaithersburg and the City of Rockville helped the team better understand local opinions and consider consistency with each city's master plan. Representatives from the City of Rockville and the City of Gaithersburg helped identify and select station locations within their jurisdictions. After working with MCDOT throughout Phase 2, the City of Rockville supported Alternative B, noting that two dedicated median lanes would conform to the City's adopted Rockville Pike Neighborhood Plan and would provide the greatest transit benefit to the City. Although the City of Gaithersburg noted that Alternatives B and C would provide similar benefits in areas such as ridership, travel time, accessibility, and modal shift, the City ultimately supported Alternative C, since this alternative would have lower costs and fewer impacts to rights-of-way than Alternatives B and B Modified.

M-NCPPC staff also provided the project team with numerous recommendations with respect to the approach for the study, which were taken into account, as well as technical support and data for some analyses performed by the project team. Engagement with M-NCPPC throughout the Phase 2 Study culminated in M-NCPPC's recommendation to move forward with Alternative B and the Snowden Farm Parkway alignment in Segment 7 due to its feasibility in the shorter term and given the understanding that this would not preclude BRT on other corridors in the future.

Finally, meetings with community organizations gave MCDOT the opportunity to hear specific comments from residents and stakeholders at various points along the corridor. These comments informed preliminary engineering for, and evaluation of, each alternative. The addition of Alternative B Modified represented an effort by MCDOT to identify options to reduce impacts of BRT in the northern portion of the corridor.

By engaging members of the public and stakeholders in various ways, MCDOT ensured that the community had multiple opportunities to provide their opinions regarding how the MD 355 BRT project would best serve the residents of Montgomery County. The input gathered during Phase 2 of the project will help shape the project's design. The project team will also build on the engagement efforts conducted during Phase 2 as the project moves further into design and beyond.

A. Appendix A: MD 355 BRT Phase 2 Study Public Survey Analysis Summary

Introduction

Survey Purpose and Description

In June 2019, the MD 355 BRT project team released a web-based survey to solicit feedback from the public on the six alternatives under consideration in the Phase 2 study of the MD 355 BRT project in Montgomery County, Maryland. The survey used an interactive, activity-based public engagement software to engage the public and obtain quantifiable data to inform the decision-making process. This summary outlines key findings from the survey, which was open to the public from June 25, 2019 through July 12, 2019. The project team received 246 survey responses.

The survey was released shortly before a series of two open houses, which were held on June 26 and 27, 2019. At these open houses, members of the public could learn about the alternatives under consideration and the analysis that had been completed to evaluate how the alternatives compare to each other with respect to a variety of measures of effectiveness. Fifteen percent of the surveys were completed at the open house events, while 85 percent were completed online, through the Montgomery County Department of Transportation's (MCDOT) www.ridetheflash.com website. The survey had four "screens" (interactive pages with questions relating to a particular topic); these screens focused, in the order listed below, on the following topics:

- **Alternative preferences**, by segment[5] of the corridor;
- **Phasing priorities** – i.e., where along the MD 355 corridor an individual would like to see BRT implemented first;
- **Priorities and Comments** regarding the project generally and priorities for BRT, as well as specifically on the station locations identified by the project team and the route options for BRT in the Clarksburg area; and
- Demographics.

The survey also had a first screen, which simply provided background information about the project and the survey; this screen did not include any questions.

A demonstration version of the survey is available at this link.[6] **Appendix B** includes images of the survey questions as they appeared through the web-based platform. **Appendix C** includes a full list of comments provided by respondents, organized by screen and question.

[5] For more information about the segments, see the MD 355 BRT Phase 2 *Corridor Summary Report*, https://www.ridetheflash.com/wp-content/uploads/2019/06/DRAFT_355BRT_Corridor_Summary_Report.pdf

[6] Full link is: https://md355brt-demo.metroquest.com/.

Screen 2: The Alternatives

Overview of the Alternatives

On the Alternatives screen, each segment (with the exceptions Segments 4 and 6, which were combined due to their similarities, and Segment 7, which was addressed in a subsequent question) had its own tab, where images representing the types of BRT treatments (i.e., number of BRT lanes, location of the lanes such as in the curb or median, etc.) proposed for that segment under each alternative were shown. Respondents were asked to identify which of the images shown they would prefer to see implemented in that segment. The alternative options shown on the tab for each segment included:

- **Alternative A**: Mixed traffic and queue jumps.
- **Alternative B**: Two median-running dedicated lanes where feasible in Segment 2, 4, and 6. Segment 1 would provide no dedicated guideway (mixed traffic), Segment 3 would provide a single, southbound dedicated median lane, and Segment 5 would provide a single, reversible median lane.
- **Alternative B Modified**: Two mostly median-running, dedicated lanes where feasible, except in Segments 4, 5, and 6, which would have a single, one-way peak period median busway.
- **Alternative C**: Mostly two curb-running dedicated lanes where feasible and queue jumps.
- **TSM Alternative**: Extension of the Ride On extRa (limited-stop, express bus) service to run between Clarksburg and Bethesda

In addition to selecting which option they preferred for each segment, respondents had the option to provide open-ended, written comments in response to the question. Respondents provided 37 comments regarding their preferences for the segments. The number of comments received for each segment (or segments) is shown in **Table A-1**.

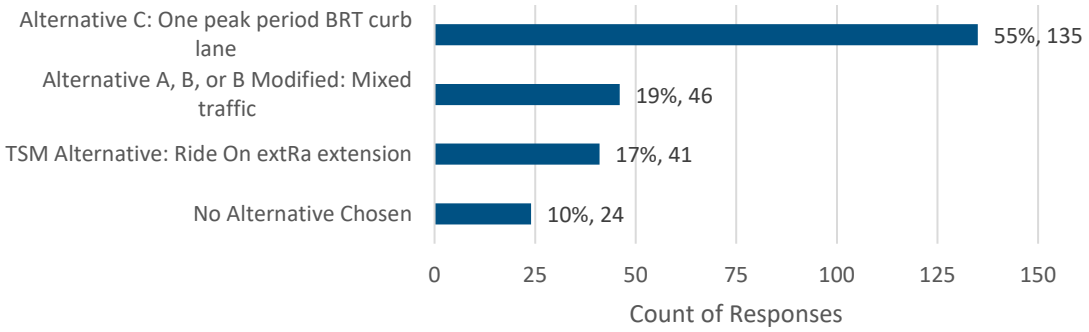
Table A-1 | Number of Alternatives Comments by Segment

Comment Area	Number of Comments
Segment 1	13
Segment 2	5
Segment 3	10
Segments 4 and 6	1
Segment 5	8
Total	**37**

Segment 1

In Segment 1, over 60 percent of those who responded to the question expressed a preference for Alternative C, which would have one peak period curb lane. Only ten percent of respondents chose not to select an alternative. Support for Alternatives A, B, and B Modified (which are all mixed traffic options) and TSM Alternative Ride On extRa extension were similar, as shown in Figure A-1.

Figure A-1 | Segment 1 Alternative Preference



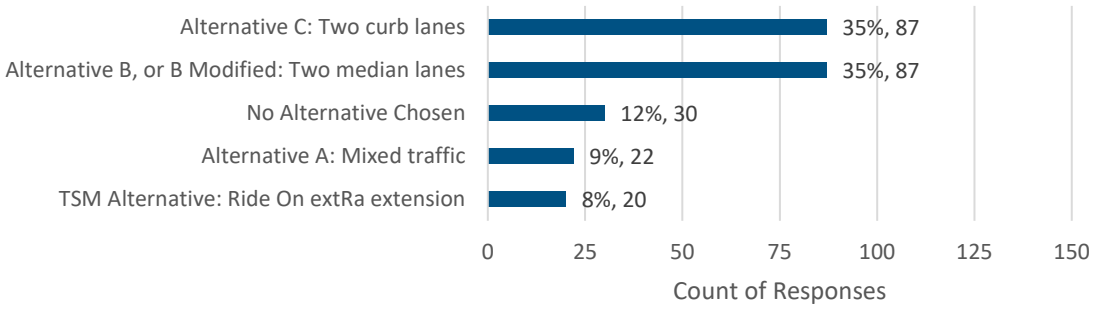
Segment 1 (Bethesda) received 13 comments, the most among the segments, 11 of which were in support of dedicated lanes. Respondents noted several benefits of the BRT, including reduced environmental impact, improved transit speed, and increased access to economic opportunities. Individual respondents provided the following feedback:

- A recommendation for BRT to run past the county border for a connection to downtown D.C.
- A recommendation for marked curb lanes to improve drivers' compliance
- A recommendation for dedicated lanes in both directions
- A concern that the differences between alternatives are unclear
- A concern regarding limited space in this segment

Segment 2

Results show equal support for Alternatives B, B Modified, and C in Segment 2, signaling that a significant majority of respondents prefer an option that includes dedicated lanes in both directions (**Figure A-2**). Twelve percent of respondents did not choose an alternative. Less than one in five respondents indicated a preference for Alternative A or the TSM Alternative.

Figure A-2 | Segment 2 Alternative Preference



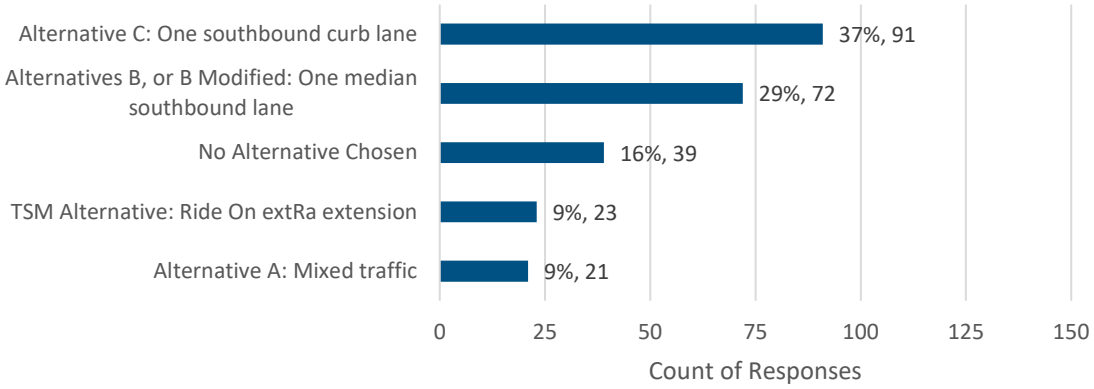
Segment 2 (White Flint) received five written comments. Two respondents brought up the question of bicycle and pedestrian infrastructure. Another stressed the importance of lane separation, noting a

preference for median lanes over curb lanes. Two respondents were opposed to the BRT project, citing limited space in this segment and duplicated service south of Shady Grove as reasons for opposition.

Segment 3

For Segment 3, two-thirds of respondents indicated a preference for Alternatives B (B Modified) or C; 37 percent of respondents preferred Alternative C, and 29 percent preferred B or B Modified (**Figure A-3**). As with Segment 2, only a minority preferred Alternative A or the TSM Alternative.

Figure A-3 | Segment 3 Alternative Preferences

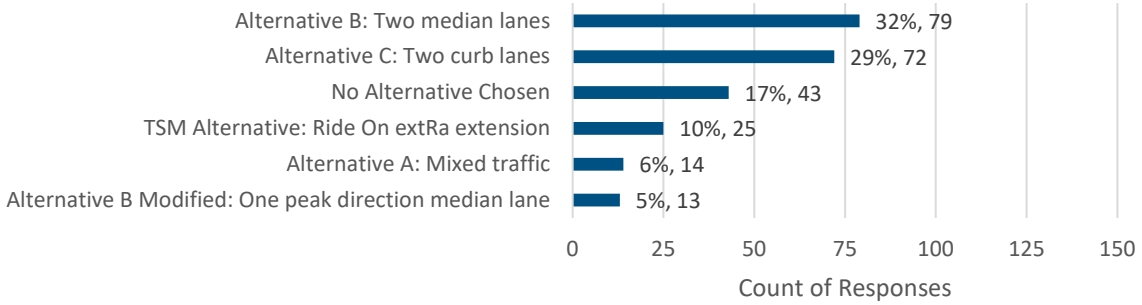


Segment 3 (Rockville) received ten written comments. Nine respondents expressed a desire for dedicated BRT lanes to be provided for both directions, not just the southbound direction. Two of these respondents specifically indicated a preference for curb lanes.

Segments 4 and 6

For Segments 4 and 6, two-thirds of respondents also preferred Alternatives B or C, with responses split nearly evenly between those two options (**Figure A-4**). Alternative B Modified, with just one median lane, was the least favored option.

Figure A-4 | Alternative Preferences for Segments 4 and 6

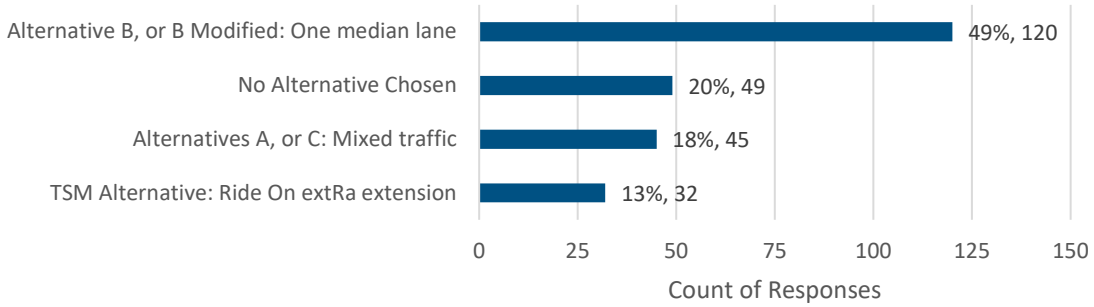


One respondent provided written feedback for Segments 4 and 6, stressing the importance of dedicated lanes.

Segment 5

Respondents indicated a strong preference for Alternatives B and B Modified, which have one median lane, in Segment 5 (**Figure A-5)**. One-fifth of respondents did not select a preferred alternative for this segment, which is the highest amount of non-responses among all segments. Alternatives A and C, with mixed traffic, were supported by 18 percent of respondents, while 13 percent preferred the TSM Alternative.

Figure A-5 | Segment 5 Alternative Preference



Segment 5 (Gaithersburg) received eight written comments. Among the six respondents that supported dedicated lanes, three expressed a desire for lanes in both directions. One respondent expressed a preference for curb lanes.

Screen 3: Phasing Priorities

Overview

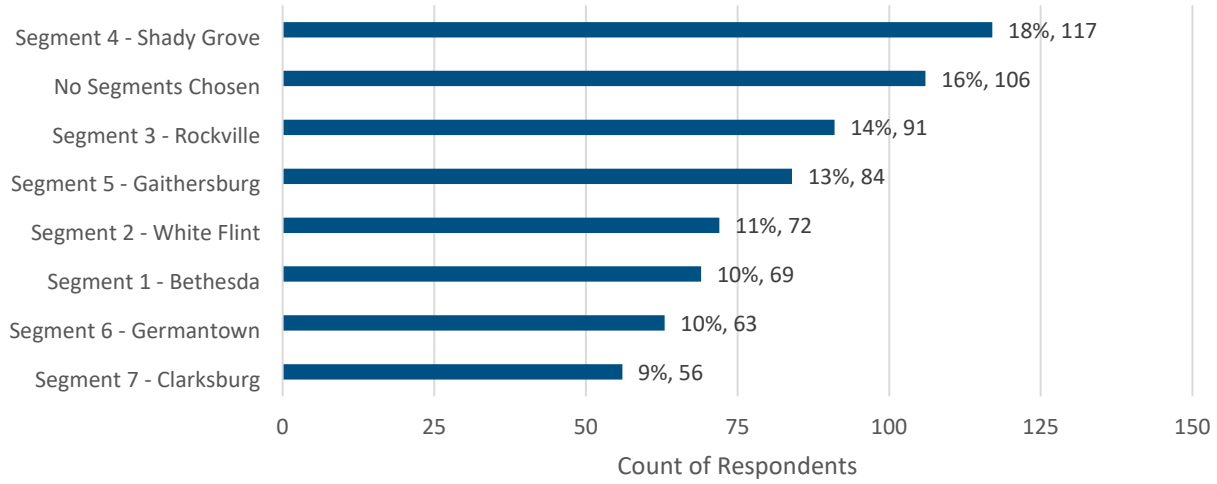
The written materials shared with the public online and at the open houses indicated that the MD 355 BRT project is likely to be implemented in phases, given the length (22 miles) of the corridor. On the phasing priorities screen, respondents were asked to indicate which segments of the project they would like to see implemented first. A list of the seven segments was displayed and survey-takers were able to select up to four of the segments that they would like to see implemented first. The relative order of the segments identified by respondents was not considered in this analysis. The screen displayed maps for each segment so that respondents could identify the location of each segment before selecting it. Respondents were able to submit additional comments about each of the alternatives. There was also an option to suggest other possibilities for phasing at the bottom of the screen.

Results

Among the 246 respondents, 140 selected at least one segment for inclusion in the first phase of implementation for the MD 355 BRT. Among those 140, almost all selected four segments, which was the

highest number that could be selected. Segment 4 (Shady Grove) was selected the most times at 117, while Segment 3 (Rockville) received the second-most responses with 91. Segment 5 (Gaithersburg) was selected 84 times, and Segment 2 (White Flint) was chosen 72 times. Both Segment 1 (Bethesda) and Segment 6 (Germantown) received ten percent of the total selections, with 69 and 63 selections, respectively. Finally, 56 respondents selected Segment 7 (Clarksburg). A chart displaying the number of times each segment was selected is shown in **Figure A-6**. These results appear to display support for implementation of the MD 355 BRT between Rockville and Gaithersburg.

Figure A-6 | Segment Phasing Responses



Additional Comments

In addition to the segment selection responses, there were 26 written comments provided about the segments with respect to the question of phased implementation. Five of these additional comments were about Segment 7, making it the segment that received the most comments. Segments 2, 4, and 5 all received four comments, while Segments 1, 3, and 6 received one comment each. There were also six comments from respondents that were suggesting another phasing strategy. A summary of the number of comments received, by segment, can be found in **Table A-2**.

Table A-2 | Number of Phasing Comments by Segment

Comment Area	Number of Comments
Segment 1	1
Segment 2	4
Segment 3	1
Segment 4	4
Segment 5	4
Segment 6	1
Segment 7	5
Other	6
Total	**26**

Segment 2

Three of the four comments about Segment 2 supported the No-Build Alternative and expressed concerns about the effect widening lanes on MD 355 would have to properties along the corridor. The fourth commenter noted that there are a lot of BRT stations planned for this segment.

Segment 4

Three comments about Segment 4 offered general support for the project and one explained that service should be implemented in this segment first because of an opinion that this segment has the highest density and the most congestion. Another comment expressed support for beginning service in Segment 4 but said the segment should end (on the southbound end) at Shady Grove Metro Station to best serve commuters.

Segment 5

All four of the respondents that commented on Segment 5 expressed support for the project and two of the comments pointed to the rapid employment and economic growth in the area and the fact that riders in the southern segments already had many transit options as support for their position. One other comment expressed support for the median BRT alternative (Alternative B/B Modified) in this area.

Segment 7

Three of the five comments regarding Segment 7 expressed support for adding new transit service north of the Shady Grove Metro Station and highlighted the lack of current transit service in the Clarksburg area. Some of these comments expressed opposition to extending the service south of Shady Grove into areas Metrorail currently serves, although one other commenter expressed support for extending it to Rockville and possibly further.

Comments on Other Segments

The comments regarding Segments 1 and Segment 6 both expressed general support for the project. One respondent commented on Segment 3, saying that the BRT route was too short.

Other Comments

In addition to the comments about each alternative, some respondents submitted comments to suggest another phasing strategy. Three of these comments expressed opposition to any new BRT service south of Shady Grove Metro Station since these areas are already served by Metrorail. There were also comments supporting the No-Build Alternative and two comments in support of the US 29 BRT service that MCDOT is opening in 2020.

Screen 4: Priorities and Comments

Overview

On the fourth screen, Priorities and Comments, respondents were asked questions about the route the BRT should take in the Clarksburg area, potential station locations, and what factors respondents felt should be prioritized during the planning and implementation of the BRT project. There was also an option to submit comments on these topics. This screen also included a list of priorities for BRT service; respondents were asked to select their three highest priorities of those provided.

Segment 7 Route

The question on the first tab of the Priorities and Comments screen was about which route the MD 355 BRT should take in Segment 7, which spans from Middlebrook Road in the south to the Clarksburg Outlets in the North. There were three possible options for respondents to choose from.

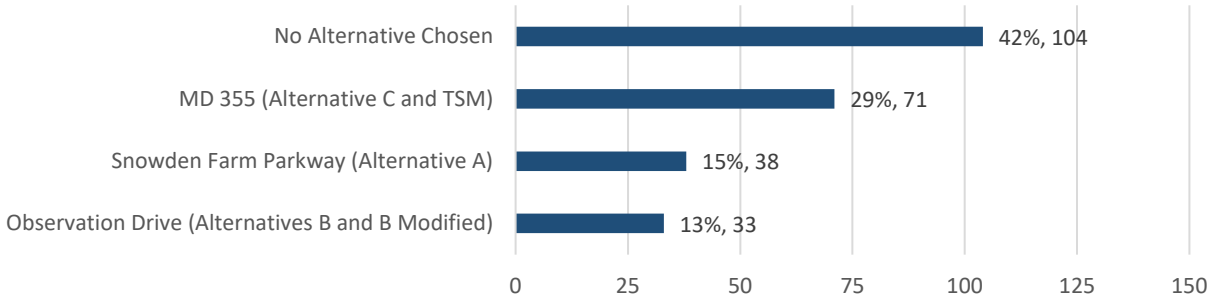
- In **Alternative A**, the BRT would travel along Middlebrook Road to Observation Drive, Goldenrod Lane, Germantown Road, then back to Observation Drive to Ridge Road, and across MD 355 to Snowden Farm Parkway and then to Stringtown Road to the Clarksburg BRT Terminus.
- In **Alternative B**, the BRT would travel along Middlebrook Road to Observation Drive, including the unbuilt portion, to Stringtown Road to the Clarksburg BRT Terminus.
- In **Alternative C**, the BRT would travel in mixed traffic along MD 355 from Middlebrook Road to the BRT Terminus at Clarksburg, via Clarksburg Road and Stringtown Road.

Once one of the options was selected, survey takers could provide additional comments about it before moving on.

Results

There were 142 survey-takers who responded to the question of which route BRT service should take in Segment 7 (Clarksburg); over one hundred (104) respondents (42 percent) did not respond to the question, signaling no strong preference. Of those who provided a response, half (71) chose MD 355 (Alternative C), about a quarter (38) of respondents chose Snowden Farm Parkway (Alternative A), and just less than a quarter (33) chose Observation Drive (Alternatives B and B Modified). A chart showing the number of responses by alternative is provided in **Figure A-7**.

Figure A-7 | Segment 7 Route Preferences



Additional Comments

There were 39 written comments provided about the route BRT should take in Segment 7 (Clarksburg). Of these comments, nearly half (18) expressed no preference for any of the proposed routes or said the decision should be made by people who live in the area. Three respondents said that Snowden Farm Parkway should be chosen since the road is already wide enough to accommodate bus service and there are more residents that would live near the service along this alignment compared to the other two. Two respondents said that MD 355 should be selected to provide the least disruption during construction and ensure that service travels along a major road. There were five comments that suggested things to consider when determining which route BRT service should use. These were: providing the most direct route, serving the most commonly-travelled areas, and taking future growth into account. There were three comments expressing support for a dedicated lane in Segment 7 on the route that is ultimately chosen. In addition to these, there were eight comments with general feedback on the project, such as providing parking at stations in the area, ensuring service travels to the Clarksburg Outlets, and expressing general support, as well as one comment expressing opposition to the project. A list of comments by topic area can be found in **Table A-3**.

Table A-3 | Segment 7 Route Comments by Topic Area

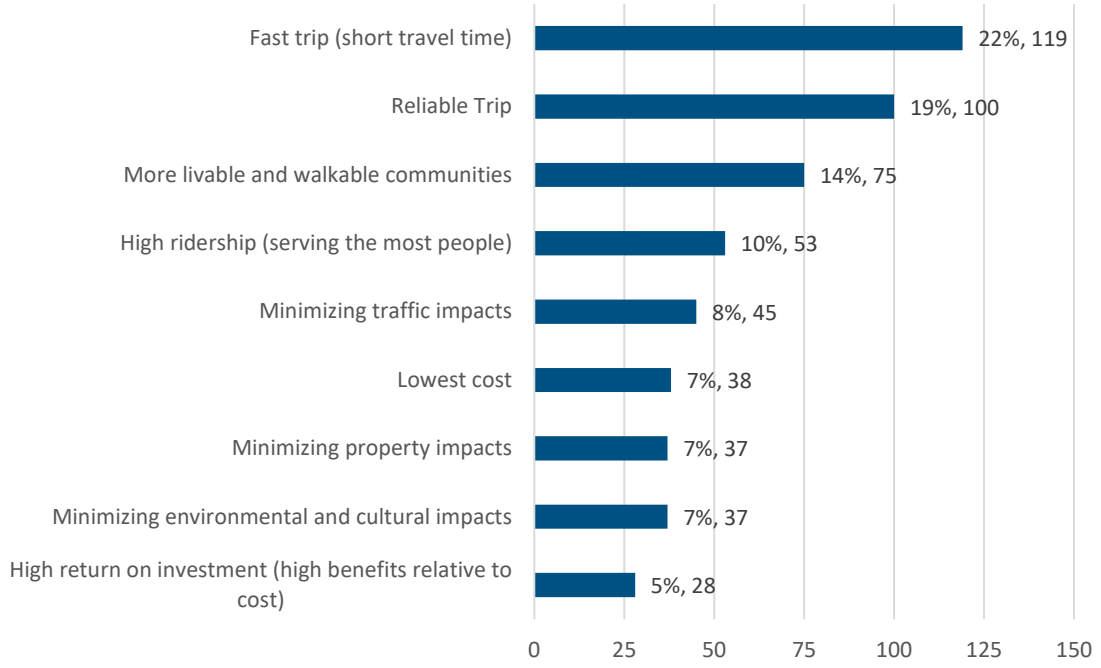
Topic Area	Number of Comments
No Preference	18
Other	8
How to Evaluate Route Options	5
Support for Dedicated Lane(s)	3
Snowden Farm Parkway Preference	3
MD 355 Preference	2

Priorities

The second tab on the Priorities and Comments screen gave respondents the opportunity to comment on the considerations they felt were most important for the MD 355 BRT project. On this tab, a list of considerations was shown, and survey-takers could select their top three. Of the 246 people who viewed this screen, 194 completed this section of the survey. The most popular choices for priorities were

ensuring a fast trip, which had 119 selections, and ensuring a reliable trip, which had 100 selections. Seventy-five respondents said more livable and walkable communities should be a priority, while 53 said high ridership (serving the most people) was most important. Forty-five responses said minimizing traffic impacts should be a priority, and 38 said providing the lowest cost option should be prioritized. Minimizing environmental and cultural impacts, minimizing property impacts, and providing a high return on investment had between five to seven percent of the responses. This breakdown is shown in **Figure A-8**.

Figure A-8 | Project Priorities



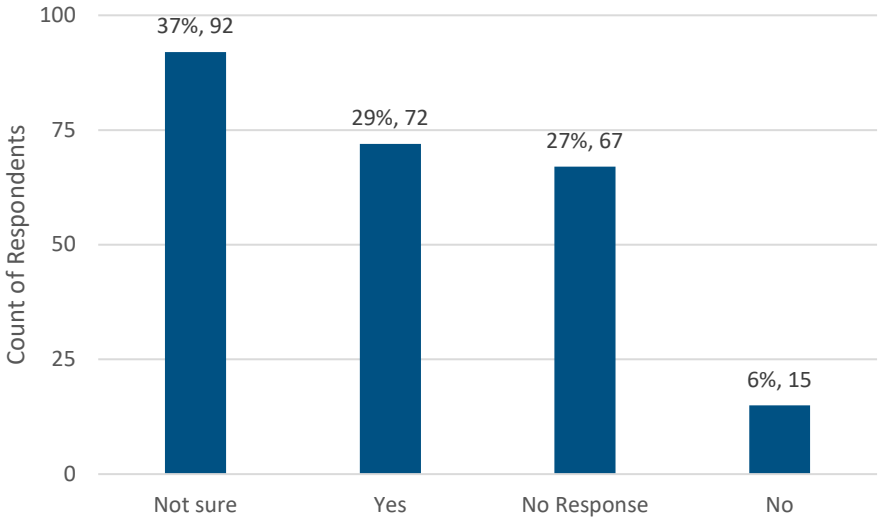
Station Locations

The third tab on the Priorities and Comments Screen allowed respondents to provide feedback on the proposed BRT station locations. Respondents were asked if they agreed with the stations MCDOT has identified for the MD 355 BRT and had the option to answer yes, no, or not sure. There was also an additional comment box where survey-takers could provide comments about the station locations.

Results

Of the 246 respondents who viewed this screen, 67 had no response and 92 said they were not sure if they agreed with the stations MCDOT had identified for MD 355 BRT. Seventy-two said they agreed with the stations identified, while only 15 indicated disagreement with the locations. These findings are likely due to most respondents not having (or taking) the time to familiarize themselves with the stations. Overall, it appears that general disagreement with the stations identified in Phase 2 was low, with "yes" responses outnumbering "no" responses nearly five to one. A chart detailing the responses to the station location question can be found in **Figure A-9**.

Figure A-9 | Agreement with Station Locations



Additional Comments

There were 37 comments about station locations along MD 355 provided; many of these fell within five general topic areas, as shown in **Table A-4**. Seven comments supported adding additional stations to the original list. The areas that respondents identified for new or original stations were north of Clarksburg, north of Rockville Town Center, Germantown, Rock Spring Park, between Grosvenor and White Flint, and south of Bethesda.

Table A-4 | Station Location Comments by Topic Area

Topic Area	Number of Comments
Support for Additional Station Locations	7
Station Access	5
Opposition to Specific Station(s)	5
General	4
Support for Modifying Side Alignment Station Locations	2

There were four general comments on topics that included evaluating stations, support for other BRT projects, and locating stations close enough to allow walking while still providing express service. In addition, there were several comments expressing opposition to specific stations. There were areas that respondents said did not need BRT stations due to lack of demand; these included White Flint, Grosvenor, and stations south of Shady Grove. Additionally, there were five comments regarding BRT station access, with respondents focusing on ensuring riders can safely access stations and do not need to walk long distances to access them.

There were some comments that expressed support for stations near the Outlets and Metro Stations but were unsure of the benefits that additional stations between these locations would provide. Three

respondents indicated general opposition to the project and six comments were provided about the format of the survey.

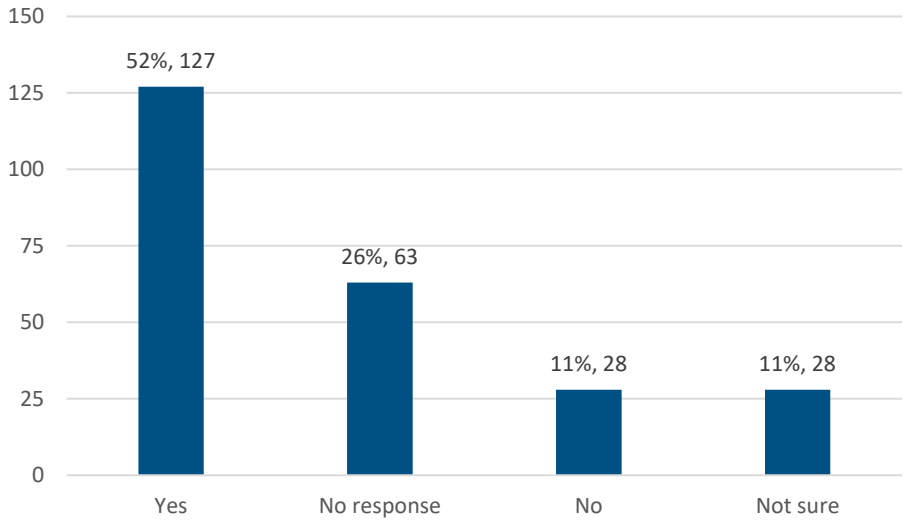
There were two comments that discussed stations located on side-alignments near Metro stations or the Lakeforest Transit Center. These respondents indicated that BRT should not leave MD 355 on any side alignments in these areas, if possible, to reduce any delay in travel times. These comments were similar to another comment regarding station access near Rockville, in which the respondent explained that locating the station on the south side of Middle Lane would require riders to cross fewer streets.

Final Comments

In the final section of the Priorities and Comments screen, respondents were asked if they thought BRT on MD 355 would have a positive impact on their community, with the option to choose yes, no, or not sure. There was also an option for respondents to leave any final comments they had about the project.

183 of the 246 respondents answered this question. 127 people answered that BRT would have a positive impact on their community, which was nearly 70 percent of those who provided a response. Both "no" and "not sure" were selected by 28 respondents. A breakdown of the answers to this question can be found in **Figure A-10**.

Figure A-10 | Results for: Will BRT Have a Positive Impact on Your Community?



Additional Comments

Finally, respondents were able to leave feedback about the project and comment whether they felt BRT would have a positive impact on their community. Seventy-three respondents commented on a variety of project topics. 13 respondents expressed a preference for an alternative, eight of which supported dedicated lanes, two that supported Alternatives A or B, and three that specifically supported Alternative A. 28 respondents expressed their general support for BRT service, while 15 generally opposed the project. There were nine comments that expressed specific concerns about the project, including loss of

stores due to increased congestion, access to neighborhoods along the corridor, traffic from I-270 due to the upcoming improvement project, and minimizing traffic impacts as a project priority.

There were also three comments that suggested changes to the service, two comments that advocated for additional infrastructure improvements, such as bicycle lanes and sidewalks, and two comments that expressed concerns about the impact the project may have on the environment. A list of final comments by topic can be found in **Table A-5**. Some comments covered multiple topics, so they were classified in multiple topic areas.

Table A-5 | Final Comments by Topic Area

Topic Area	Number of Comments
General support for the Project	28
Opposition	15
Alternative preference	13
Specific concerns	9
Changes to BRT service	3
Additional infrastructure improvements	2
Environmental concerns	2

Screen 5: Demographics

Respondents were asked optional questions on the final screen (Screen 5). Information regarding respondents' zip code, race, age, and transit usage were collected. Over 70 percent of respondents chose to answer these optional questions. Links to access FLASH BRT social media were also provided. The following charts show the responses by census-designated place (**Figure A-11**), the distribution of respondents by area of the county based on provided zip codes (**Figure A-12**), ethnicity (**Figure A-13**), age group (**Figure A-14**) and transit usage (**Figure A-15**). Although many of the expected MD 355 BRT riders will live on the MD 355 corridor, the service will transport people who live throughout Montgomery County and the region, making the responses from residents who live in areas further from the corridor also important to consider.

Figure A-11 | Respondents' Jurisdiction of Residence

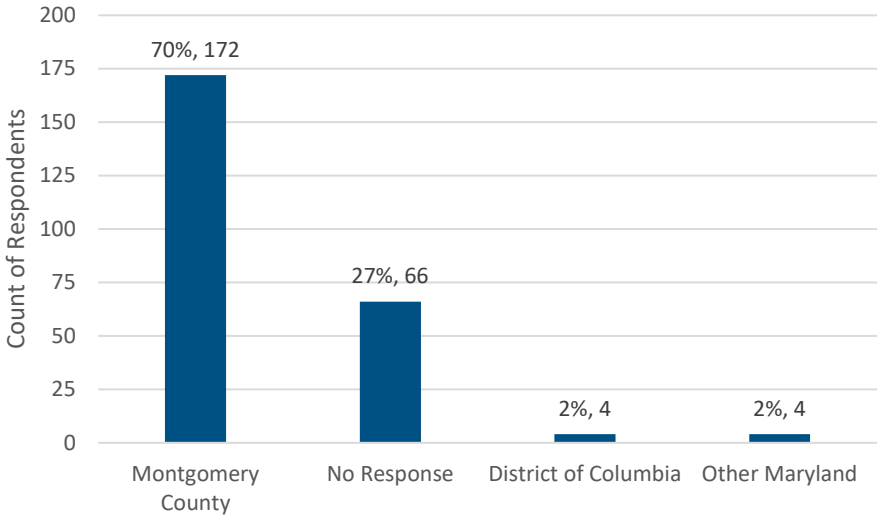


Figure A-12 | Number of Responses by Census Designated Place

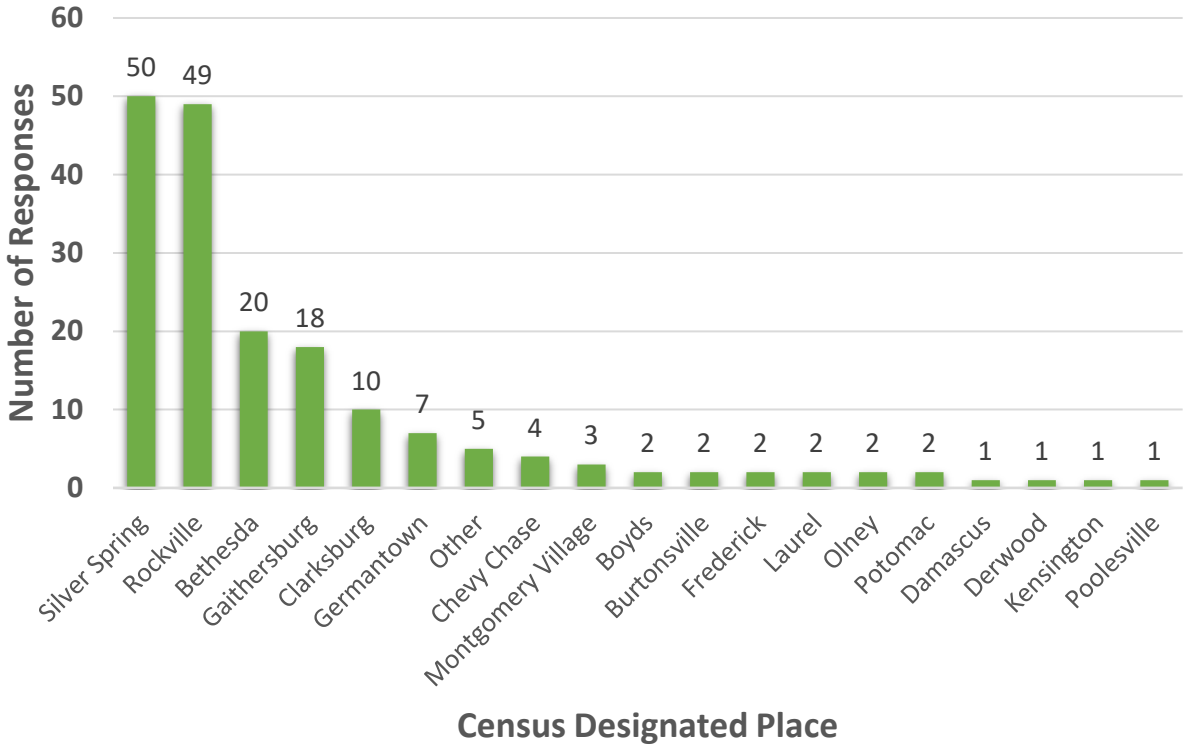


Figure A-13 | Ethnicity of Respondents

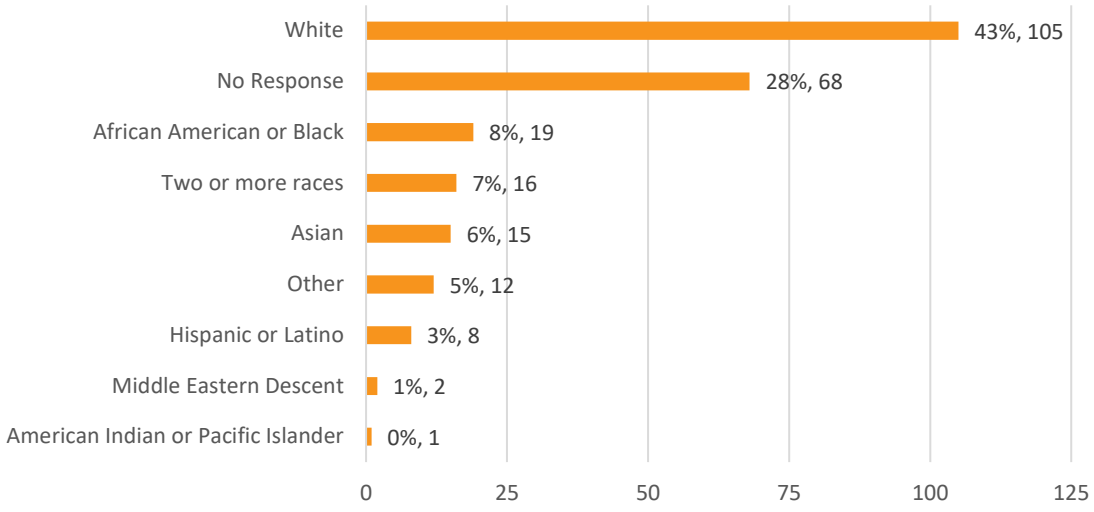


Figure A-14 | Age Groups of Respondents

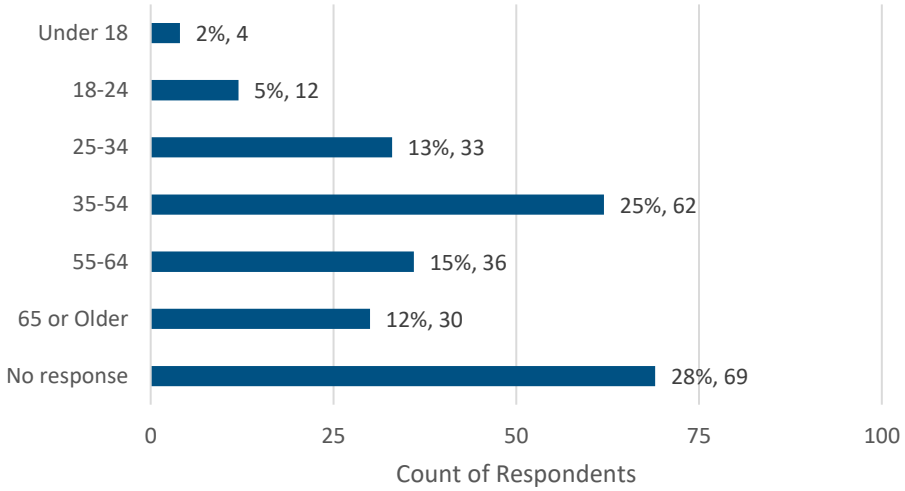
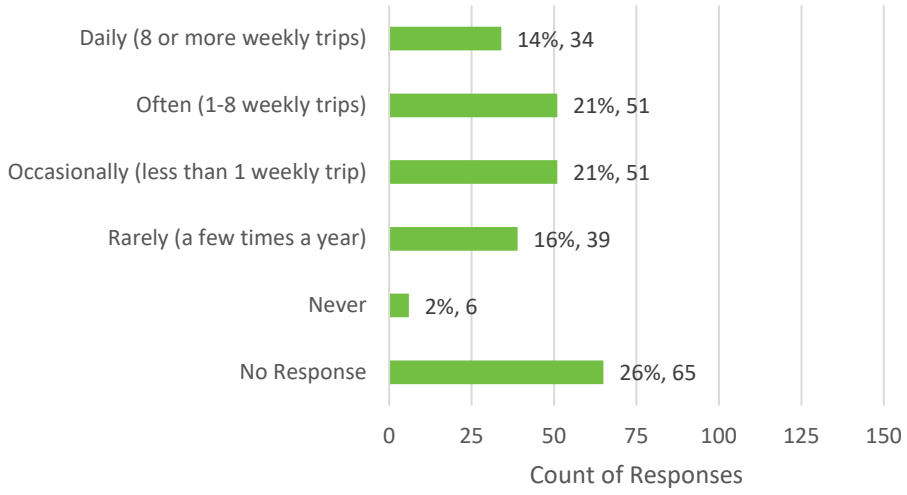


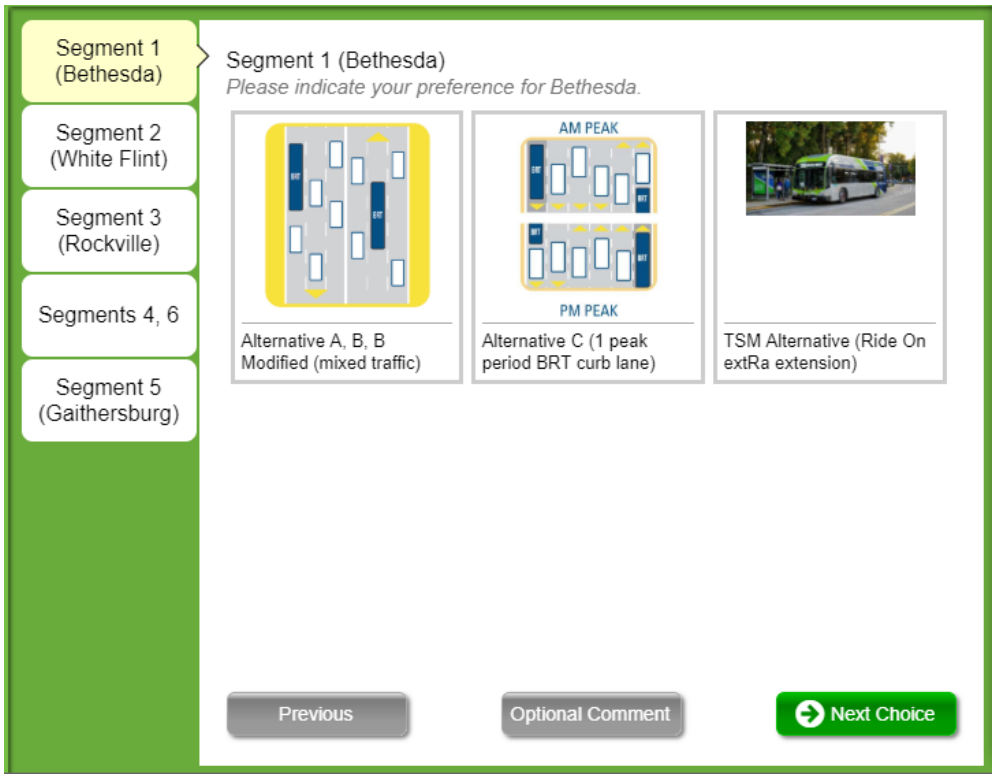
Figure A-15 | Survey Respondents' Transit Usage

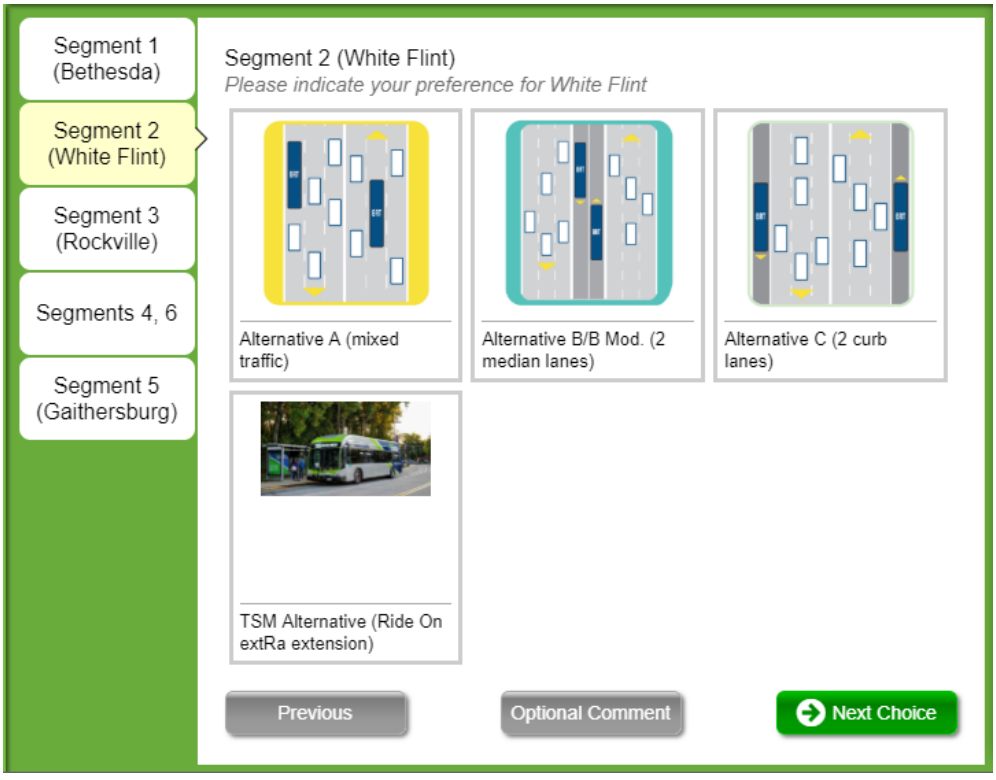


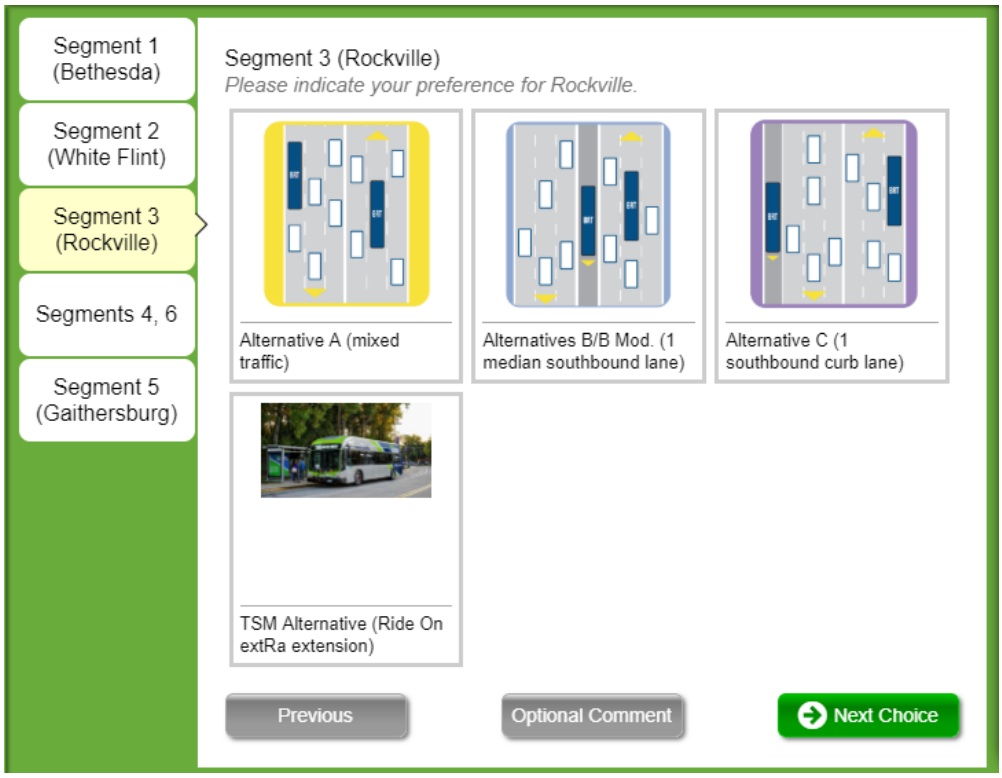
Conclusion

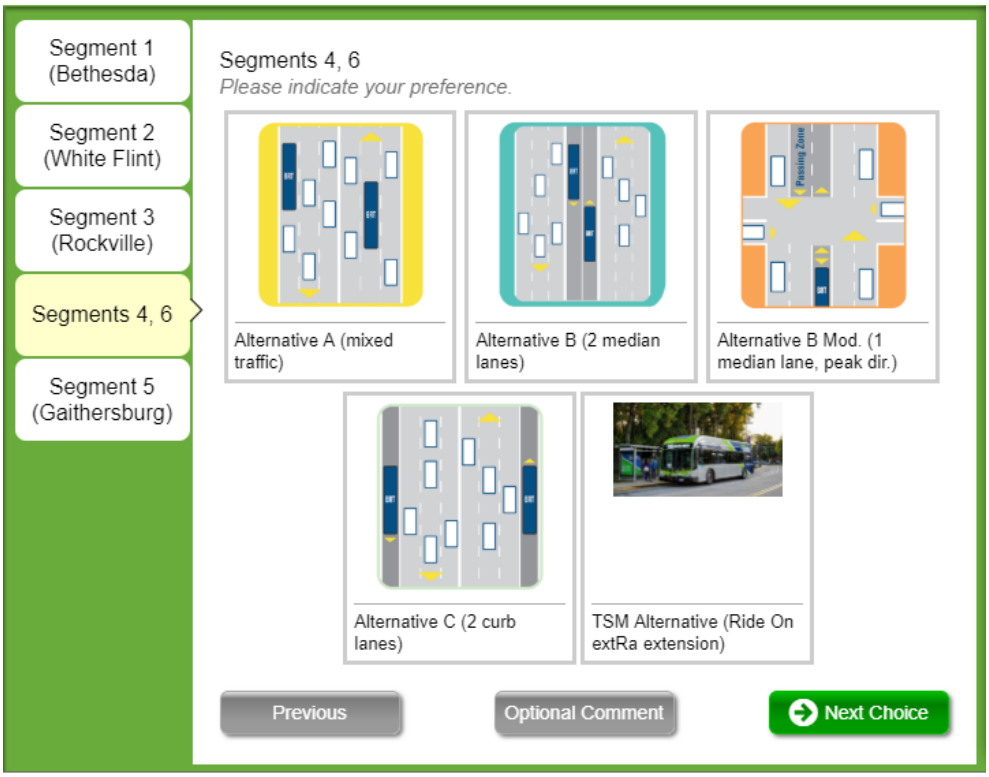
The survey responses indicate that a significant majority of those who responded to the survey are supportive of BRT in the MD 355 corridor, and a majority would like to see a type of BRT implemented that includes dedicated lanes. Support was highest for BRT service between Rockville and Gaithersburg, particularly north of the Shady Grove metro station, in the first phase of implementation. Top priorities for the MD 355 BRT among survey respondents included providing fast and reliable trips and supporting the development of more livable and walkable communities. Of the concerns raised, property impacts appeared to be the primary area of concern. This information will be helpful in guiding the next phase of work for the MD 355 BRT project.

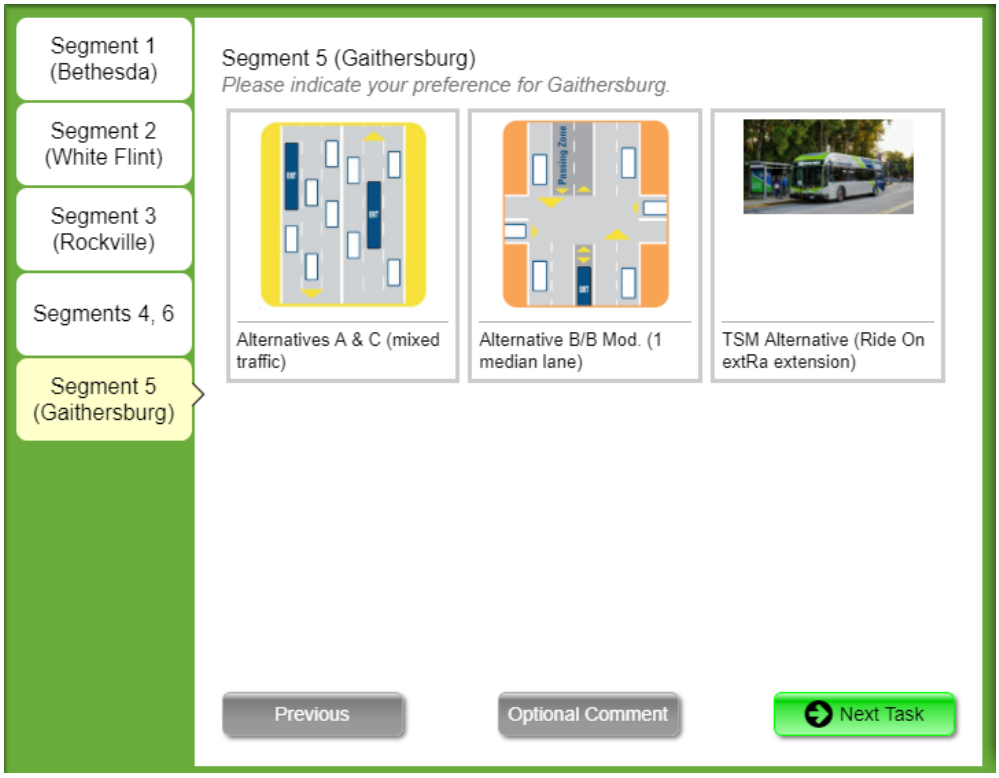
B. Appendix B: Images of Questions in Public Survey (June-July 2019)

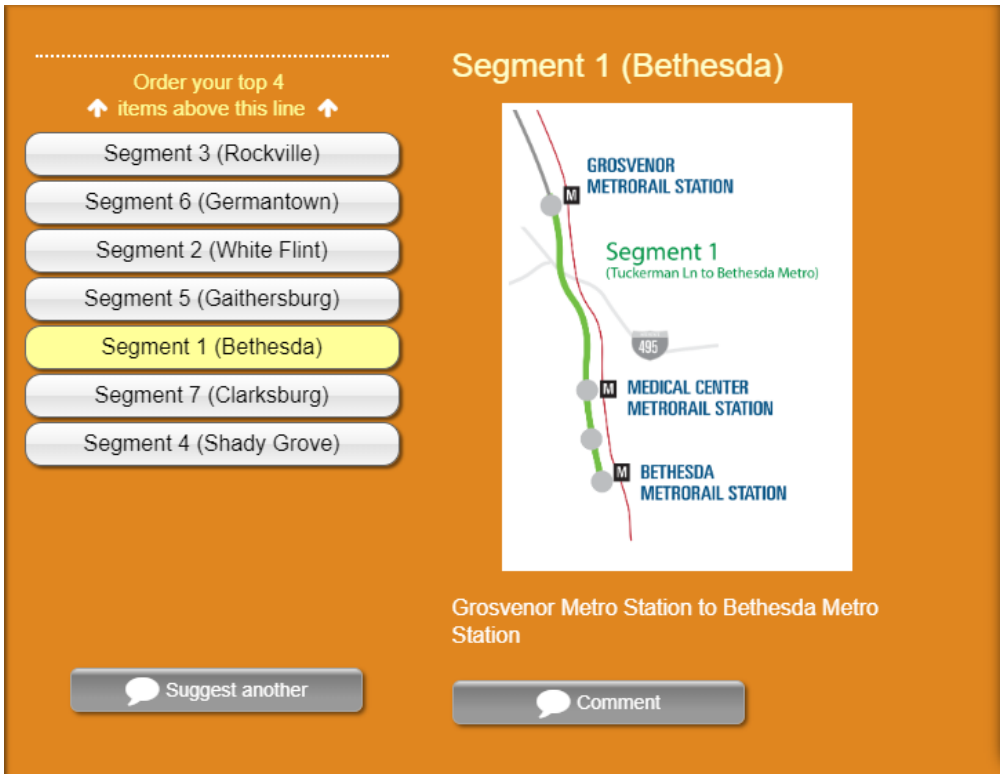


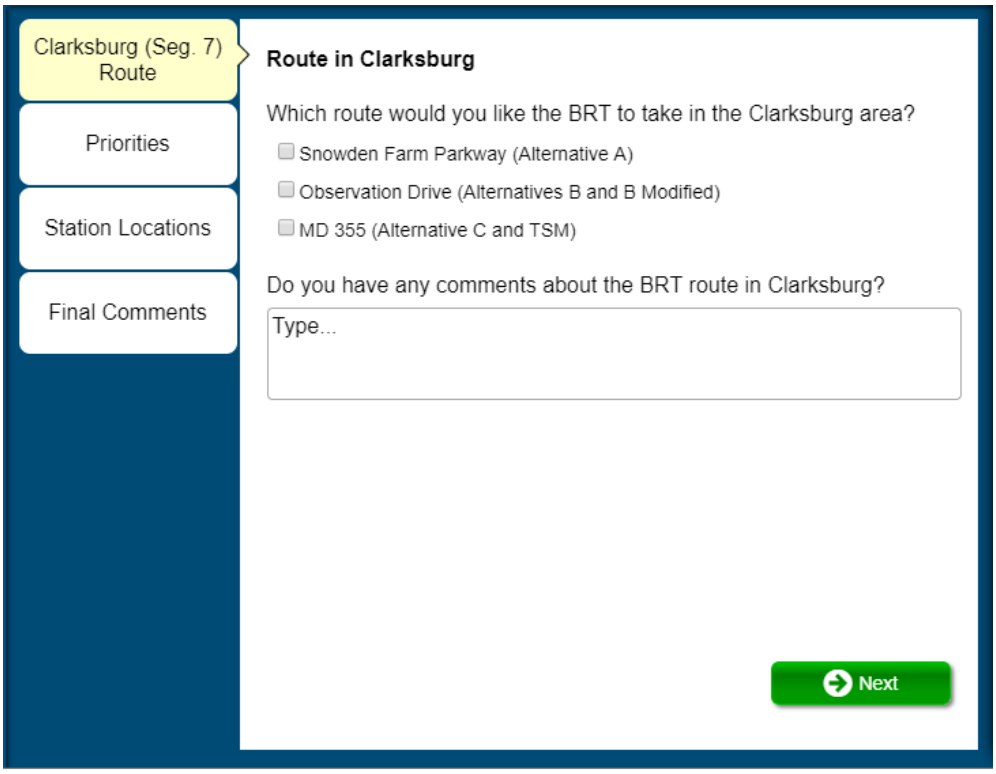


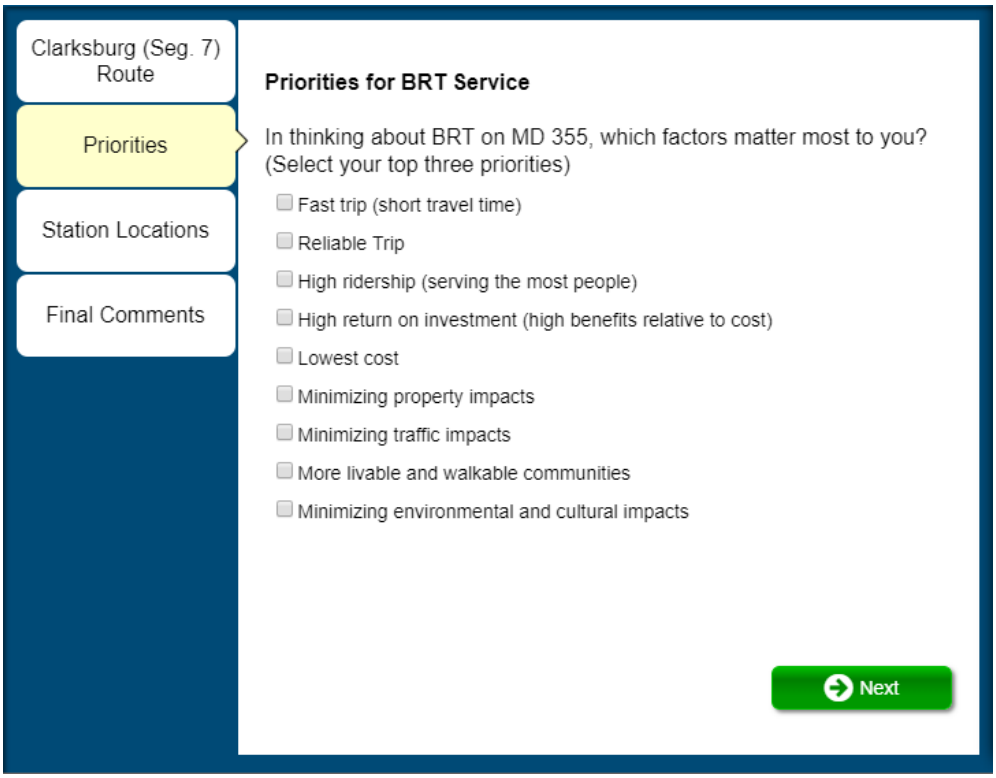

Segment 1 (Bethesda)
Segment 2 (White Flint)
Segment 3 (Rockville)
Segments 4, 6
Segment 5 (Gaithersburg)
Segment 3 (Rockville)
Please indicate your preference for Rockville.
Alternative A (mixed traffic)
Alternatives B/B Mod. (1 median southbound lane)
Alternative C (1 southbound curb lane)
TSM Alternative (Ride On extRa extension)
Previous
Optional Comment
Next Choice

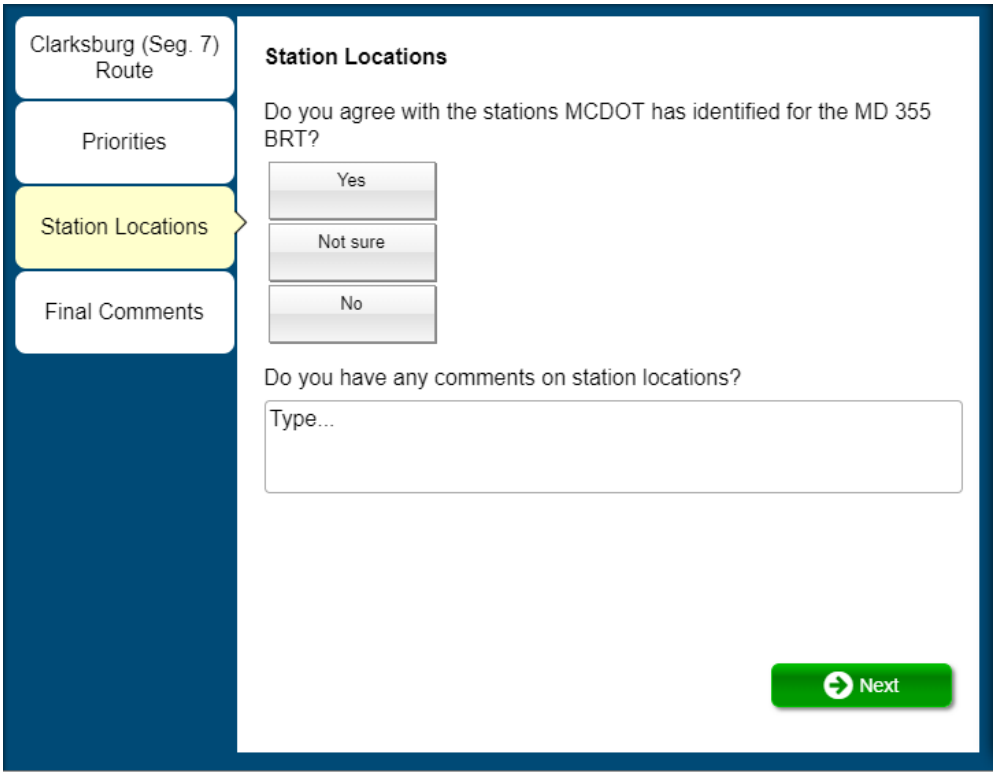

Segment 1 (Bethesda)
Segment 2 (White Flint)
Segment 3 (Rockville)
Segments 4, 6
Segment 5 (Gaithersburg)
Segments 4, 6
Please indicate your preference.
Alternative A (mixed traffic)
Alternative B (2 median lanes)
Alternative B Mod. (1 median lane, peak dir.)
Alternative C (2 curb lanes)
TSM Alternative (Ride On extRa extension)
Previous
Optional Comment
Next Choice

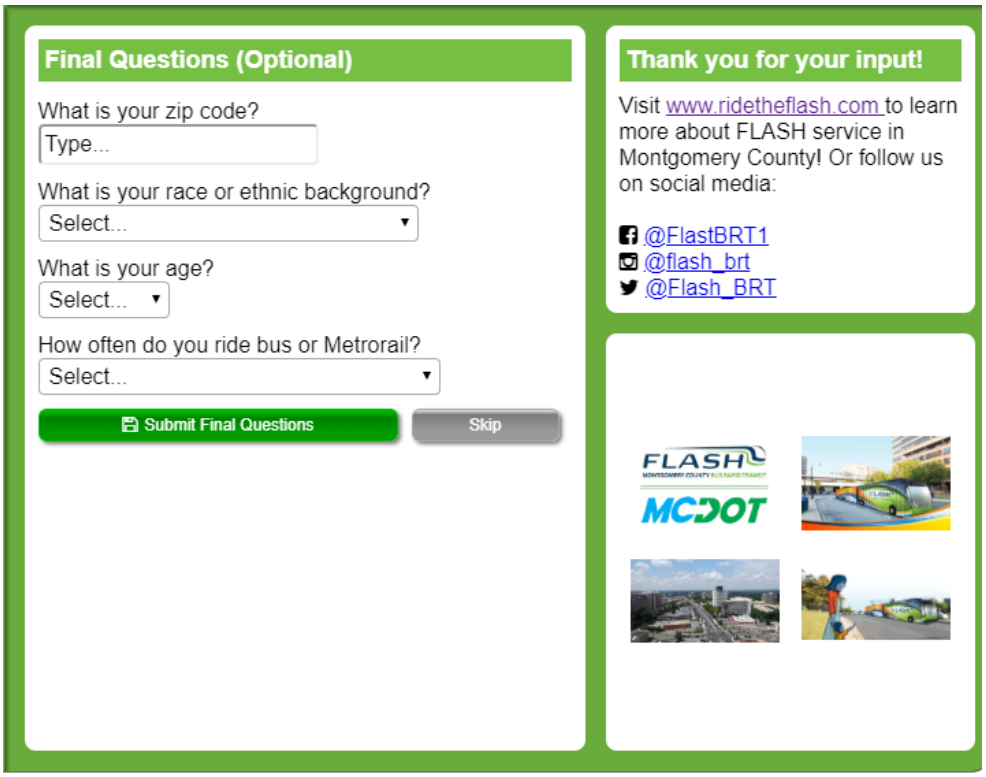

Segment 1 (Bethesda)
Segment 2 (White Flint)
Segment 3 (Rockville)
Segments 4, 6
Segment 5 (Gaithersburg)
Segment 5 (Gaithersburg)
Please indicate your preference for Gaithersburg.
Alternatives A & C (mixed traffic)
Passing Zone
Alternative B/B Mod. (1 median lane)
TSM Alternative (Ride On extRa extension)
Previous
Optional Comment
Next Task


Order your top 4
items above this line
Segment 3 (Rockville)
Segment 6 (Germantown)
Segment 2 (White Flint)
Segment 5 (Gaithersburg)
Segment 1 (Bethesda)
Segment 7 (Clarksburg)
Segment 4 (Shady Grove)
Segment 1 (Bethesda)
GROSVENOR METRORAIL STATION
Segment 1
(Tuckerman Ln to Bethesda Metro)
495
MEDICAL CENTER METRORAIL STATION
BETHESDA METRORAIL STATION
Grosvenor Metro Station to Bethesda Metro Station
Suggest another
Comment


Clarksburg (Seg. 7) Route
Priorities
Station Locations
Final Comments
Route in Clarksburg
Which route would you like the BRT to take in the Clarksburg area?
Snowden Farm Parkway (Alternative A)
Observation Drive (Alternatives B and B Modified)
MD 355 (Alternative C and TSM)
Do you have any comments about the BRT route in Clarksburg?
Type...
Next


Clarksburg (Seg. 7) Route
Priorities
Station Locations
Final Comments
Priorities for BRT Service
In thinking about BRT on MD 355, which factors matter most to you? (Select your top three priorities)
Fast trip (short travel time)
Reliable Trip
High ridership (serving the most people)
High return on investment (high benefits relative to cost)
Lowest cost
Minimizing property impacts
Minimizing traffic impacts
More livable and walkable communities
Minimizing environmental and cultural impacts
Next


Clarksburg (Seg. 7) Route
Priorities
Station Locations
Final Comments
Station Locations
Do you agree with the stations MCDOT has identified for the MD 355 BRT?
Yes
Not sure
No
Do you have any comments on station locations?
Type...
Next


Final Questions (Optional)
What is your zip code?
Type...
What is your race or ethnic background?
Select...
What is your age?
Select...
How often do you ride bus or Metrorail?
Select...
Submit Final Questions
Skip
Thank you for your input!
Visit www.ridetheflash.com to learn more about FLASH service in Montgomery County! Or follow us on social media:
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@Flash_BRT
FLASH
MCDOT

C. Appendix C: All Comments Received in Response to the Public Survey (June-July 2019)

This appendix contains the written responses received through the survey; all comments are provided verbatim. The comments are organized by the screen on which the question appeared in the survey.

Table C-1 | Responses to Screen 2: Alternatives

Segment	Optional comment in response to options presented by segment (i.e., number of BRT lanes, median or curb or mixed traffic)
Segment 1: Bethesda	The BRT should have dedicated lanes in both directions all day
Segment 1: Bethesda	There has to be an option for full dedicated lanes at all times. Anything else isn't actually BRT
Segment 1: Bethesda	There has to be an option for full dedicated lanes at all times. Anything else isn't actually BRT. Additionally, removing one lane of traffic each way improves traffic flow for both buses (who aren't stuck in traffic anymore) and cars (who aren't stuck behind buses anymore).
Segment 1: Bethesda	BRT isn't BRT without lane separation. The curb lanes should also be very clearly marked, just like the H and I street lanes in DC. We can see how the clear marking makes a huge difference in driver compliance.
Segment 1: Bethesda	BRT requires dedicated lanes to be truly BRT. People need to be educated on how much more effective buses are at moving people than cars.
Segment 1: Bethesda	It's not BRT if buses don't have dedicated lanes that other vehicles cannot use. Curb lanes are shared (at least) with other turning vehicles.
Segment 1: Bethesda	This is the most congested part! Why wouldn't you have dedicated lanes here? I don't care how wealthy the residents who may oppose this are—fast, reliable transit is an imperative to improving access to opportunities and pursuing economic and environmental justice here
Segment 1: Bethesda	Dedicated lanes in Bethesda, where it's most congested but also there are the most jobs and things to do, should be non-negotiable
Segment 1: Bethesda	It would be much better to have dedicated lanes. I also would strongly encourage running BRT all the way to the DC border and potentially coordinating with WMATA to run it all the way to downtown DC.
Segment 1: Bethesda	Dedicated full time lane is the only acceptable option.
Segment 1: Bethesda	Differences between alternatives are not clear. 1st drawing is 3 alternatives? What is TSM & what is its alternative?
Segment 1: Bethesda	Dedicated lanes is the only way to have rapid (the "R" in BRT) transport and until you have all electric buses, the only way to minimize idling time and greenhouse gas emission.
Segment 1: Bethesda	There is limited space to have dedicated lanes for buses in this part of 355.
Segment 2: White Flint	There is limited space to have dedicated lanes for buses in this part of 355.
Segment 2: White Flint	This project is a huge waste of taxpayer money. I can see running the buses from Shady Grove to the North as there is no metro. But to run the buses south of Shady Grove is a complete duplication of the metro. Such a wasteful boondoggle!

Segment	Optional comment in response to options presented by segment (i.e., number of BRT lanes, median or curb or mixed traffic)
Segment 2: White Flint	Don't see the bike lane on any of Segment 2 options
Segment 2: White Flint	With curb lanes, there should be a barrier between lane and sidewalk, otherwise speeding buses make walking unpleasant.
Segment 2: White Flint	Lane separation is the most critical thing to get right, but after that median lanes are better than curb lanes.
Segment 3: Rockville	Is there really no way to get a northbound lane here?
Segment 3: Rockville	Protected lanes in both directions!
Segment 3: Rockville	The BRT should have bidirectional bus lanes all day for the full length
Segment 3: Rockville	why only southbound? traffic study doesn't indicate dedicated lane to change direction for time of day?
Segment 3: Rockville	It's not BRT if buses don't have dedicated lanes that other vehicles cannot use.
Segment 3: Rockville	It would be better with dedicated lanes both ways.
Segment 3: Rockville	Need an Alternative D (2 exclusive curb lanes)
Segment 3: Rockville	Bidirectional transit Lanes in both directions, not just one
Segment 3: Rockville	Two dedicated lanes is the only acceptable option.
Segment 3: Rockville	Prefer curb lanes in both directions.
Segments 4 6	The important thing is that BRT gets dedicated lanes to be truly BRT, otherwise buses can be stuck in traffic.
Segment 5: Gaithersburg	The BRT should have bidirectional dedicated lanes the entire length of 355
Segment 5: Gaithersburg	Dedicated lanes both ways are always best.
Segment 5: Gaithersburg	It's not BRT if buses don't have dedicated lanes that other vehicles cannot use. Curb lanes are shared (at least) with other turning vehicles.
Segment 5: Gaithersburg	Prefer curb lanes in both directions. Also, there will be nothing R about BRT in mixed traffic. It will just be BT. And we already have that.
Segment 5: Gaithersburg	Sub label segment 4 and 6
Segment 5: Gaithersburg	Dedicated lanes are the only acceptable option.
Segment 5: Gaithersburg	No dedicated lane option available. None of these are acceptable.

Segment	Optional comment in response to options presented by segment (i.e., number of BRT lanes, median or curb or mixed traffic)
Segment 5: Gaithersburg	Bidirectional transit lanes, stop punting

Table C-2 | Responses to Screen 3: Phasing

Segment	Optional comment in response to question about which the locations where the respondent would like to see BRT implemented first
Segment 1: Bethesda	Looks good
Segment 2: White Flint	A lot of stops.
Segment 2: White Flint	No Build
Segment 2: White Flint	Please consider the impact to neighborhood, There are lots of residents here, please consider the negative impact and cost of widening the lane.
Segment 2: White Flint	Please consider the impact to neighborhood, There are lots of residents here, please consider the negative impact and cost of widening the lane. Also, if you check carefully, you will see everyday just 2 or 3 person wait for the metro bus and the bus is almost empty. It is not necessary to wide the lane at all.
Segment 3: Rockville	Route is too short
Segment 4: Shady Grove	Nice.
Segment 4: Shady Grove	By expanding homes on Rockville Pike/White Flint neighborhoods & homes will be impacted. Expanding the Ride On Bus is a win win for everyone! No homes impacted and more available mass transit.
Segment 4: Shady Grove	This segment should begin/terminate at the Shady Grove Metro station to best serve commuters.
Segment 4: Shady Grove	Most important to start with the densest and most congestion areas first. I would try to extend it to the DC line at minimum and potentially into downtown DC.
Segment 5: Gaithersburg	Like one medium BRT lane reversible.
Segment 5: Gaithersburg	There needs to be a convenient and effective local bus transit network so that riders do not need a car to use the BRT.
Segment 5: Gaithersburg	The lower, especially lowest sections already have established transit, not not very reliable. The top part is undergoing rapid residential development and employment/economic growth.
Segment 5: Gaithersburg	Cool
Segment 6: Germantown	Looks fine
Suggested another	There is absolutely no need for a rapid bus line between Shady Grove and Bethesda. There are not sufficient riders on buses to accommodate this costly endeavor.

Segment	Optional comment in response to question about which the locations where the respondent would like to see BRT implemented first
Suggest another	Delete the segments South of Shady Grove as they would be a complete waste of taxpayer money! The metro is a much better alternative to any buses.
Suggest another	Route 29 Colesville Road north and south.
Suggest another	No Build
Suggest another	Burtonsville/Silver Spring
Suggest another	The first priority should be completing from Shady Grove Metro to Clarksburg, with bidirectional, dedicated lanes all day. This would give better transit options to areas that lack them, and give those areas transit access to downcounty areas that already have Metro stations

Table C-3 | Responses to Screen 4: Station Locations

Responses to: "Do you have any comments on station locations?"
If possible, the Lakeforest Station should be on MD-355 but with a direct connection to the current transit center.
I think picking up at the outlets is a good idea but I'm not sure about other stops.
Do NOT build BRT south of Shady Grove. Use the existing, more efficient, METRO to more passengers without ANY impact on vehicular traffic.
I would never use it. Doesn't make sense. I live in Silver Spring. Drive to park somewhere to ride a bus? RU kidding?
I prefer no BRT and more roads
Would like to see service extended up 355 to Hyattstown near the county line and/or the MD 109 exit of 270. It would also be nice if there was a park and ride at the northern terminal station so people coming down from Frederick County have the option to get out of their cars and take the BRT the rest of the way.
Why does the survey not show the station locations for this question?
Need another station between Rockville Metro Station and Montgomery College. It should be near the intersection of N. Washington St and MD 355.
Station near Metro rail stations should be in line with the BRT road and not require buses to loop in to Metro station bus areas.
They need to strike a balance between serving more stops than Metro, and be somewhat walking distance from each other, but should not be so close that constant stopping creates longer ride times.
I would like to see more stations than currently planned.
too hard to go back to look at the various locations.
It would be helpful if this question had a link to the station or listed them or something.
More study and community inputs are needed for the seg #7.
Include Germantown as a station.
Equally important, how riders get to the stations in the first place
One should be in Rock Spring Park, may need connector to 355 from there

Responses to: "Do you have any comments on station locations?"
I would extend this line to at least the DC line and preferably coordinate with WMATA to go all the way to downtown DC.
If you had a runner-up station that didn't make the list, go back and add it
Stations along Veirs Mill Road from Rockville to at least Wheaton would make a huge difference. In addition, the traffic on Colesville Road in Silver Spring (Route 29) has become untenable and is backed up for a mile each morning rush southbound and each evening rush northbound. A BRT System is the solution.
All buses weather BRT or regular buses should have pull off areas to prevent slowing down the flow of traffic on 355 when picking up or dropping off passengers. All drivers should be required to let busses immediately merge with traffic when departing stop areas. No special stations should be constructed for this new service. The BRT service has been a spectacular failure in Cleveland. There is no evidence that if you build it passengers will use it. Why are metro and the bus service underutilized?. The inability to provide convenient, reliable, save and well maintained service will always be a deterrent to ridership. Why not spend the money on metro and our current bus service rather than overlaying more infrastructure and additional service which will not be used to the capacity envisioned by our city planners.
no station is needed at the Garrett Park 355 area. We currently have 3 typs of public transportation available to us Metro rail Metro bus Ride on bus and ride on extra. none of these are even half full during rush hour and exhipit very low ridership in off peak hours. Lets improve the Metro rail stations and their on time record first. lets fix the lack of ridership so ther is demand for new ridership before we build a new bad idea. yes the function of county and state government is to look forward to planning but first there must be a demand for a service. the demand is n=minimal at this time
no station is needed at the Garrett Park 355 area. We currently have 3 typs of public transportation available to us Metro rail Metro bus Ride on bus and ride on extra. none of these are even half full during rush hour and exhipit very low ridership in off peak hours. Lets improve the Metro rail stations and their on time record first. lets fix the lack of ridership so ther is demand for new ridership before we build a new bad idea. yes the function of county and state government is to look forward to planning but first there must be a demand for a service. the demand is minimal at this time and with only a small increase in service perdicted even by 2040, this makes me wonder why we should not utalize and improve the public transport we have currently
Some of them (relative to MetroRail stations), I agree with. Others I will need to think about.
Not sure about the benefit of having stations in the White
Not sure about the benefit of having stations in the White Flint/Grosvenor corridor follow the metro stations.
Not sure about the benefit of having stations in the White Flint/Grosvenor corridor follow the metro stations, as people would just metro to the next station rather than take a bus.
Station locations need to prioritize safety getting to and from the station and to the rider's destination. Need to minimize the number of crossings on MD 355 to avoid exposure on the road especially north of Rockville. For example, having the SB stop near theRockville Metro stations on the south side of E Middle Ln/Park Rd would only require one crossing of the road vs two crossings (one on MD 355 and another across Park) if on the north side of the intersection.
stations too far apart, requiring riders to walk too far to get to each station
Need more information on population density around suggested stations, proposed residential developments, and anticipated ridership at each location.

Responses to: "Do you have any comments on station locations?"
I refuse to support any Expansion of 355 or any roadways that infringe on the community properties.
Alternative c has dangerous locations when located away from traffic light
Focus on highest employment and commercial/retail segments.
I reside on south boundary of White Flint Planning Area
I reside on south boundary of White Flint Planning Area. The station locations are adequate in our area IF a pedestrian bridge links the south and north bound stations. IE minimize street crossings necessary to reach a station.
Need more stations between grosvenor. and White Flint
I didn't see a specific list of stops

Table C-4 | Responses to Screen 4: Segment 7 Route

Responses to "Do you have any comments about the BRT route in Clarksburg?"
no opinion
I actually prefer no BRT and better roads
This isn't a usual travel destination for me, so I have no strong preference at this time.
BRT needs dedicated lanes. Anything else, like on Rt 29, is a joke. Upcounty needs the transit relief first and soonest.
It would provide better service to the community so people would not have to travel far to the BRT.
No comment. I never go to Clarksburg except for passing through as I drive north on 270 to Frederick and beyond.
Route would optimally follow the major road, which will provide the best service and access to more people. On 355, BRT should have bidirectional, all day bus lanes
Snowden Farm Parkway would provide a mass transit option where non currently exist.
I don't know enough to select
Staying OUT of mixed traffic is the most important thing. BRT is not useful if in mixed traffic as that is just a bus and won't increase usage. Public transit needs to be faster and better than driving.
It should start from the Clarksburg Outlets
no opinion
I never go to Clarksburg.
Don't care.
Hopefully, it goes to the outlet and going 355 will likely be the least intrusive disturbance to people living/working along the way
Make outlets have a little nicer stop.
this is currently the spine of Clarksburg and if it's going to be in mixed traffic you might as well put it here
Most direct route is preferable
The route should go along the most commonly travelled areas which connect to major area centers.
Build M-83 as the master plan envisioned, and they we could have rapid bus service there as well straight to Shady Grove.
Not familiar with area so no comment
No opinion

Responses to "Do you have any comments about the BRT route in Clarksburg?"
No preference
Clarksburg has been isolated to a degree for decades and a dedicated lane BRT System is the solution to this problem.
Need a faster route besides 355
No preference
none
BRT either has to have commuter parking or walking distance to the bus stops. There isn't enough residential density along 355 to make this feasible.
I am not familiar with this specific area and find it difficult to believe that there would be sufficient bus ridership from Clarksburg to Bethesda to warrant such a disruption to 355 and the taking of easements as well as the cost of construction of this current plan on paper. It would be my hope that it never gets off the ground.
BRT in Clarksburg, like BRT everywhere, needs dedicated lanes. Also BRT in Clarksburg should terminate at the outlet mall, and some of the outlet mall parking should be used for commuter parking for the BRT.
BRT in Clarksburg, like BRT everywhere, needs dedicated lanes. Observation Drive should NOT be built. BRT in Clarksburg should terminate at the outlet mall, and some of the outlet mall parking should be used for commuter parking for the BRT.
the new route is perfect and now we can go to residential work without working miles but the distance between stops are far
None. I neither live nor travel there, so I'm not familiar with the neighborhoods or traffic patterns.
no
Snowden is already wide enough, without much work. Observation Dr does not provide enough space, and it would divide our neighborhood(gateway commons) in two.
Wherever the growth and development is most, and where more ridership is possible.
No preference. This should be a local stakeholders decision.
If implemented, need to find/buy commuter lot
Let local community decide
No opinion

Table C-5 | Responses to Screen 4: Final Comments

Responses to "If you have any additional comments about BRT on MD 355 or the alternatives under study in this phase, please provide them here."
Need to go full distance with stop transfer at lake forest. Also, need 2 buses not 3 and don't need 7 days a week onl M-F
What about silver spring area?
It would if it the right owould be
It would make a positive impact if the part between Tuckerman and security Lane could be shifted east. Otherwise there would be a very negative impact on our community the Crest of Wickford.

Responses to "If you have any additional comments about BRT on MD 355 or the alternatives under study in this phase, please provide them here."
Alt 3 would have negative impact for those of us living by 355. It would also make it harder for the legal u turns inside the beltway at Bellevue drive.
IF the BRT actually reduces travel time, especially to a local metro station. The absolute key to success is for the BRT vehicle to have absolute traffic signal override. Otherwise the BRT concept is DOA. I lived in a place with signal override. Makes
IF the BRT actually reduces travel time, especially to a local metro station. The absolute key to success is for the BRT vehicle to have absolute traffic signal override. Otherwise the BRT concept is DOA. I lived in a place with signal override. Makes all the difference in the world in terms of ridership and user satisfaction.
Don't impede car traffic. Have rain covers on stations. BRT must have own lanes. Do not remove existing car lane capacity.
For inside the beltway, especially where Metro is accessible on foot, there is no added value. Perhaps it should terminate at Grosvenor Metro.
Concerned abt intersection of our community with no traffic light Crest of Wickford
I think a study on 270/ should be included.
The improvements to infrastructure (dedicated lanes and bicycle infrastructure) are the most important parts of making 355 a better corridor. I hope this project doesn't suffer from BRT creep.
BRT on 355 will be a great assist for our communities and will help to promote smart growth
Loss of stores to to increased congestion
Dedicated lanes everywhere, please
Absolutely NOT. There's nothing positive about this BRT expansion proposal
If BRT removes cars from the road, it will have a positive impact. As BRT slows traffic and inconveniences drivers, those drivers must be encouraged to convert to ridership. This will be one of the keys to BRT adoption.
So long as existing green areas are not removed; we have too few green areas on Rockville Pike as is.
More people will use transit and help the environment
People in the White Flint corridor
People in our community (Rockville/White Flint corridor off the Pike) moved here for proximity to the metro. BRT may help in areas further north where the metro becomes sparse, but if implemented incorrectly in Rockville/White Flint/Bethesda, it could cause more traffic and safety issues and negatively impact quality of life for houses in our neighborhood that would lose
People in our community (Rockville/White Flint corridor off the Pike) moved here for proximity to the metro. BRT may help in areas further north where the metro becomes sparse, but if implemented incorrectly in Rockville/White Flint, it could cause more traffic and safety issues and negatively impact quality of life for residents in our neighborhood that would lose the green space between the Pike and our neighborhood.
People in our community (Rockville/White Flint corridor off the Pike) moved here for proximity to the metro. BRT may help in areas further north where the metro becomes sparse, but if implemented incorrectly in Rockville/White Flint, it could cause more traffic and safety issues and negatively impact quality of life for residents in our neighborhood that would lose the green space between the Pike and our neighborhood. Please pursue alternative A (mixed traffic) and do not further widen the road
People in our community (Rockville/White Flint corridor off the Pike) moved here for proximity to the metro. BRT may help in areas further north where the metro becomes sparse, but if implemented

Responses to "If you have any additional comments about BRT on MD 355 or the alternatives under study in this phase, please provide them here."
incorrectly in Rockville/White Flint, it could cause more traffic and safety issues and negatively impact quality of life for residents in our neighborhood that would lose the green space between the Pike and our neighborhood. Please pursue alternative A (mixed traffic) and do not further widen the road to create curb lanes
People in our community (Rockville/White Flint corridor off the Pike) moved here for proximity to the metro. BRT may help in areas further north where the metro becomes sparse, but if implemented incorrectly in Rockville/White Flint, it could cause more traffic and safety issues and negatively impact quality of life for residents in our neighborhood that would lose the green space between the Pike and our neighborhood. Please pursue alternative A (mixed traffic) and do not further widen the road to create curb lanes.
People in our community (Rockville/White Flint corridor off the Pike) moved here for proximity to the metro. BRT may help in areas further north where the metro becomes sparse, but if implemented incorrectly in Rockville/White Flint, it could cause more traffic and safety issues and negatively impact quality of life for residents in our neighborhood that would lose the green space between the Pike and our neighborhood. Please pursue alternative A (mixed traffic) and do not further widen the road to create curb lanes. The developments here are older and there is insufficient space for more lanes.
People in our community (Rockville/White Flint corridor off the Pike) moved here for proximity to the metro. BRT may help in areas further north where the metro becomes sparse, but if implemented incorrectly in Rockville/White Flint, it could cause more traffic and safety issues and negatively impact quality of life for residents in our neighborhood that would lose the green space between the Pike and our neighborhood (Crest of Wickford). Please pursue alternative A (mixed traffic) and do not further widen the road to create curb lanes. The developments here are older and there is insufficient space for more lanes.
People in our community (Rockville/White Flint corridor off the Pike) moved here for proximity to the metro. BRT may help in areas further north where the metro becomes sparse, but if implemented incorrectly in Rockville/White Flint, it could cause more traffic and safety issues and negatively impact quality of life for residents in our neighborhood that would completely lose the green space that separates our neighborhood (Crest of Wickford) from noise on the Pike. Please pursue alternative A (mixed traffic) and do not further widen the road to create curb lanes. The developments here are older and there is insufficient space for more lanes.
Use ALL Electric buses, none of this diesel which is not "Clean" despite what the industry claims. Diesel and CNG both INCREASE greenhouse gases.
Use ALL Electric buses, none of this diesel stuff which is not "Clean" despite what the industry claims. Diesel and CNG both INCREASE greenhouse gases.
Use ALL Electric buses, none of this diesel stuff which is not "Clean" despite what the industry claims. Diesel and CNG both INCREASE greenhouse gases. Also please more transparent about the purchase of your next set of BRT buses
Might bring an unwanted crowd to clarksburg neighborhood, since the homes are so close to the outlet
The less cars on the road the better. If we continue to work towards improving our bus and ride share systems, we can become a model for the rest of the country.
We have sent a letter documenting significant negative impact lane expansion would have on our neighborhood (Crest of Wickford). Any lane expansion would significantly encroach on the neighborhood, including several townhomes who directly overlook 355. In this stretch of 355, the metro provides decent mobility down to Bethesda and up to Rockville.

Responses to "If you have any additional comments about BRT on MD 355 or the alternatives under study in this phase, please provide them here."
Widening lanes in the White Flint area would severely impact those communities and properties along 355 in a negative way
we have several options now for public transportation within walking distance of our home. It would be more desirable to fix the systems we have ride on ride on extra and metro rail to be more user friendly, by bieng more punctual adding more trains and metro extra busses. we do not need more public transportation we need better public transpotation. the average county resident who wons a car will still be adverse to lengthing their commute by leaving their car at home. a road diet will force not intice residents into something they do not want. In the future looking toward 2040 is a good idea but government must realize individuals will not be willing to change their driving behavior because the government wants them to. The policies that the federal govt has used to have NIH workers use metro were not as accepted well and underused. consider need before building this and re visit is in 5 years to see if montgomery county reisdents have changed their behavor by even 20 %
I sort of don't understand the purpose of the BRT when the Metro runs below 355. If we have the metro already, why is there a need to run the BRT all the way down the 355 to Bethesda station? I would think a better use of funds would be to fund BRT to Rockville or a farther out station, and then utilize the metro as the method to transport folks into Bethesda. The BRT seems redundant and very costly when the Metro is already in operation. Also, the BRT would not help traffic all that much....but taking buses off the street and focusing on increasing ridership on the Metro would be a win-win. so, long story short, I don't see the need for the BRT given the Metro. The BRT project seems redundant and it's money not well spent.
The BRT on MD 355 would definitely have a positive impact.
I live and work north of Rockville. The benefits are less in the northern portion of the route, given the lack of density along Rt. 355. To me, parking is a pivotal issue as to whether the ridership will be willing to get on the bus.
I prefer Ride-On extra. Much less expensive to implement
This wasteful project will be disastrous for our community!!!
Dedicated lines are always preferable as they provide the most reliable service. We should be willing to take car lanes away to do this - we must reduce car dependency to effectively address congestion and climate change. People will like BRT.
Dedicated lanes are a must-have to make this a reliable alternative to rail or driving! In my experience on buses in mixed traffic, they are always slow and terrible. The silver line in boston has dedicated lanes and is actually good.
This is just a waste of money for the county!
This is just a waste of money for the county! Spend money on improving roads and timing of lights at intersections.
It's clear that the people designing the BRTs don't use the roads. For example, on US 29 the biggest issue with traffic is the right lane trying to get on to the beltway in the morning from the North. Yet all of the express buses have to stop in that lane, sometimes having to wait 5 minutes or more to get to the bus stop. The county needs to wake up to the fact that better roads, not better buses, will solve our traffic issues.
It should move forward only if the traffic modeling shows decreased travel times for transit AND auto users, as the latter make up about 90% of the daily trip volume in the County. This should never move forward if it benefits the 10% at the expense of the 90% of us who depend on a functioning road network.

Responses to "If you have any additional comments about BRT on MD 355 or the alternatives under study in this phase, please provide them here."
This would be positive for my community, The Crest of Wickshire, only if an alternative to use the open right side northbound is used. Taking any area from the left northbound space would be extremely detrimental leaving my backyard negatively exposed to traffic and noice
I don't live along 355, but was a member of the US29
I don't live along 355, but was a member of the US29 BRT Advisory Committee. The
I don't live along 355, but was a member of the US29 BRT Advisory Committee. The BRT will work best if coupled with a program like MCDOT's planned FLEX pilot exercise.
I commute from downtown Silver Spring to Sandy Spring. The Trip Planner does not give me any possible routes, even though I'm pretty sure there is a bus that goes to Ashton.
Encourage people to go car lite.
Without $10/gallon gasoline and congestion pricing, good luck getting Marylanders out of cars.
BRT must not just end up an ever so slightly improved bus. It needs to be a major break and make it better to hop the Flash than to hop in my car. Public transit needs to be faster and better than driving!
Dedicated lanes are the MUST-HAVE feature. Without dedicated lanes, this whole thing is silly.
It will increase traffic on Georgia Ave. We need the Viers Mill Corridor and it needs to connect to the Route 29 BRT via University Boulevard in order to succeed.
With the work that scheduled to be done on I-270 MD355 would be considered the alternative to avoid 270. However, due to the high number of cars on 355 it takes a while to go this entire route.
it would reduce traffic jams
Odd priority choice of "minimize traffic impact" - isn't a huge goal to get more people on the bus and out of individual cars?
Please consider building dedicated bicycle lanes next to the BRT
Unless the BRT provides a viable alternative to driving POV's for commuters, it will have hard time inducing drivers to ride the BRT.
BRT on 355 is very needed. It would better serve the needs of those without cars, lessen traffic congestion, improve the quality of life, and would be much better for the environment than the present situation.
BRT done right (dedicated lanes) along with Metro, and improved Marc service will help with congestion on 270. The answer is improved public transportation, not catering even more to cars.
It would have no impact upon my community
In a time of climate change we must do all we can to reduce emissions. Getting more cars off the road with BRT will not only do that but also reduce congestion increase speed and accessibility for all residents.
BRT with bidirectional, all day bus lanes, off board fare payment, and transit signal priority is vital to serving the transit needs of the county, keeping the county economically competitive, making the county attractive to millennials and younger generations, and creating a robust county that fights climate change by supporting transit, rather than the inefficient lifestyle created by planning for cars. However, calling this project BRT without full length, all day, bidirectional dedicated lanes is a farce. This is necessary for any system to be successful. Montgomery County needs to be brave and implement this properly, rather than kowtow to the loudest voices who have only their own interests at heart.
More roads are the solution as mass transit is slower in all regards vs driving. Making the area less driver friendly drives away my client base and makes it more difficult to do business in the county. To such an extent that I keep thinking of other locations to move the business because of these silly pointless activities of the county counsel. More roads less bikes/buses/trains

Responses to "If you have any additional comments about BRT on MD 355 or the alternatives under study in this phase, please provide them here."
maybe for commuters, but only for those who live/work along the route.
I am strongly in favor of fully dedicated lanes to the greatest extent possible.
I think the entire idea of BRT is flawed. Concentrate on Metro.
BRT would be prohibitively expense, worsen shopping and commuter traffic on an already congested 355, and compete with Metro. Use buses to put people on Metro which has no negative impact on vehicular traffic.
Without dedicated lanes, there will be little time savings. Is there really a need with Metro alongside?