

STATION ACCESS AND DESIGN SURVEY SUMMER 2021

In June and July 2021, the Veirs Mill Road BRT project team solicited community input on station access and design, using an online survey. The surveys, available in both English and Spanish were developed in an easy-to-use survey tool. Before taking the survey, respondents were asked to watch a short video about the features of the stations. This was to inform those who were not familiar with BRT on how BRT station features differ from regular bus transit.

Summary of Survey Findings

431 surveys were filled out. 71% of the respondents requested that they be included in the drawing for the gift cards. The survey was available in both English and Spanish.

The following are the survey questions and a summary of the responses. Questions 2), 5), 6), and 7) including an opportunity to provide a comment or additional information.

1) How would you use the BRT?

For this question there was a significant different between the responses of those who took the survey in English and those who took it in Spanish. The most common responses in the English language survey were to go to entertainment, dining or recreational opportunities, or shopping; 61% and 52%, respectively. The most common uses in the Spanish language survey were shopping, work, entertainment, or to access medical care; all over 85%.

2) What would you change about the station?

The most frequently selected changes were more seating (30%) and more weather protection (27%). The most frequent comments were concerns about safety and security, weather protection, and the need to ensure ADA compliant access.

3) Which seating option do you prefer? Bench or lean rail?

Benches were strongly preferred over lean rails by 76% of the respondents.

4) Which stations would you use most often?

Respondents stated that they would most often use the Rockville Metro and Wheaton Metro stations, followed by the Twinbrook Parkway and Randolph Road stations.

5) How would you get to that station?

The most common responses were walking and transferring. 64% of the respondents stated that they would walk to access the stations, and 15% would transfer from another transit service.

6) Would the stations be easy to get to?

85% of the respondents said that the stations would be easy to get to.

7) If you responded "no" please tell us why.

The respondents who stated that the stations would not be easy to get to cited pedestrian safety, specifically, difficult or dangerous street crossings, sidewalks that are missing or are in a state of disrepair, missing crosswalks or pedestrian signals, or poor lighting.