



County of Fairfax, Virginia

Fairfax Connector Silver Line Phase 2 Bus Service Plan & TRIP Program

NoVa Meeting
January 20, 2023

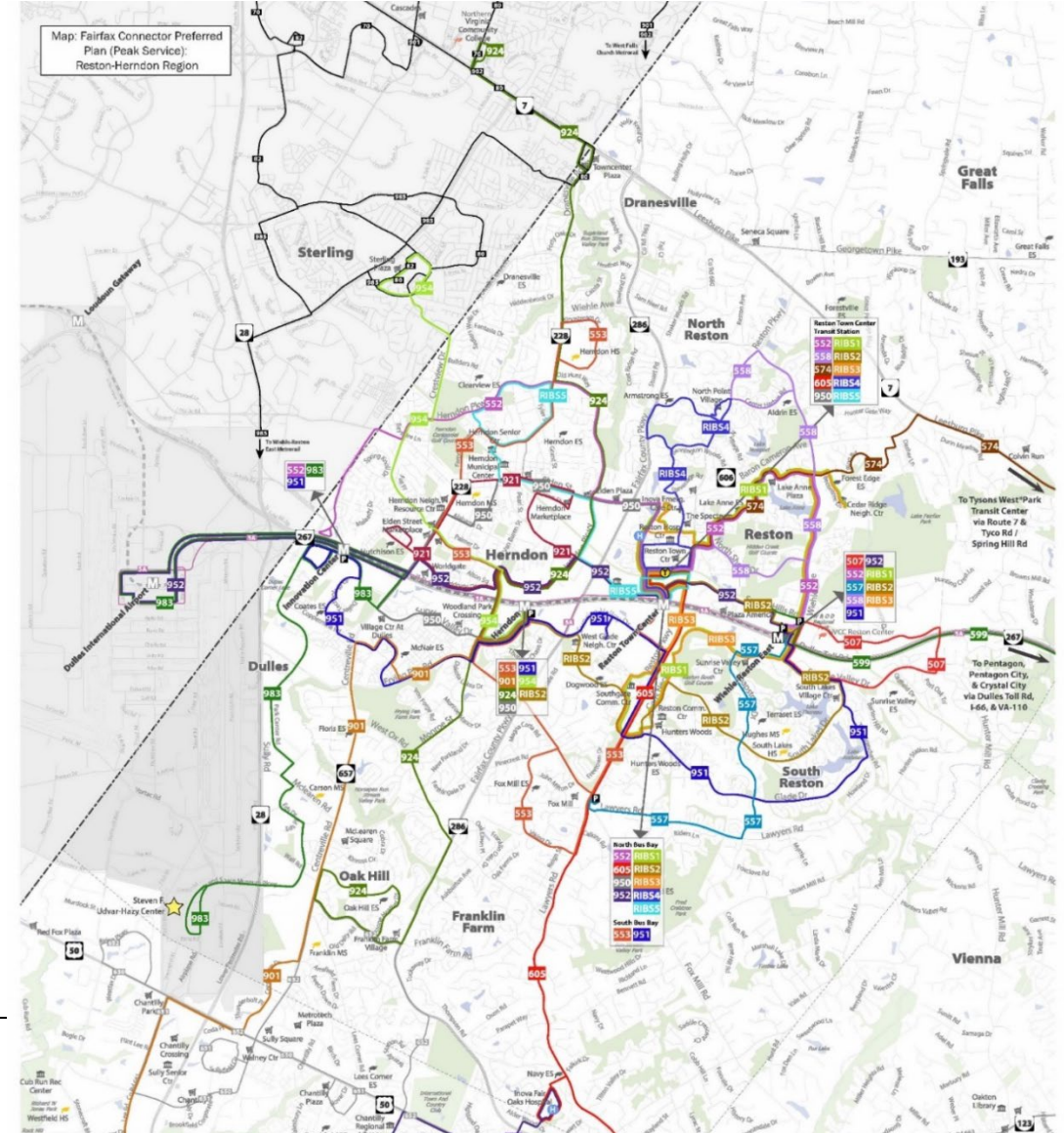
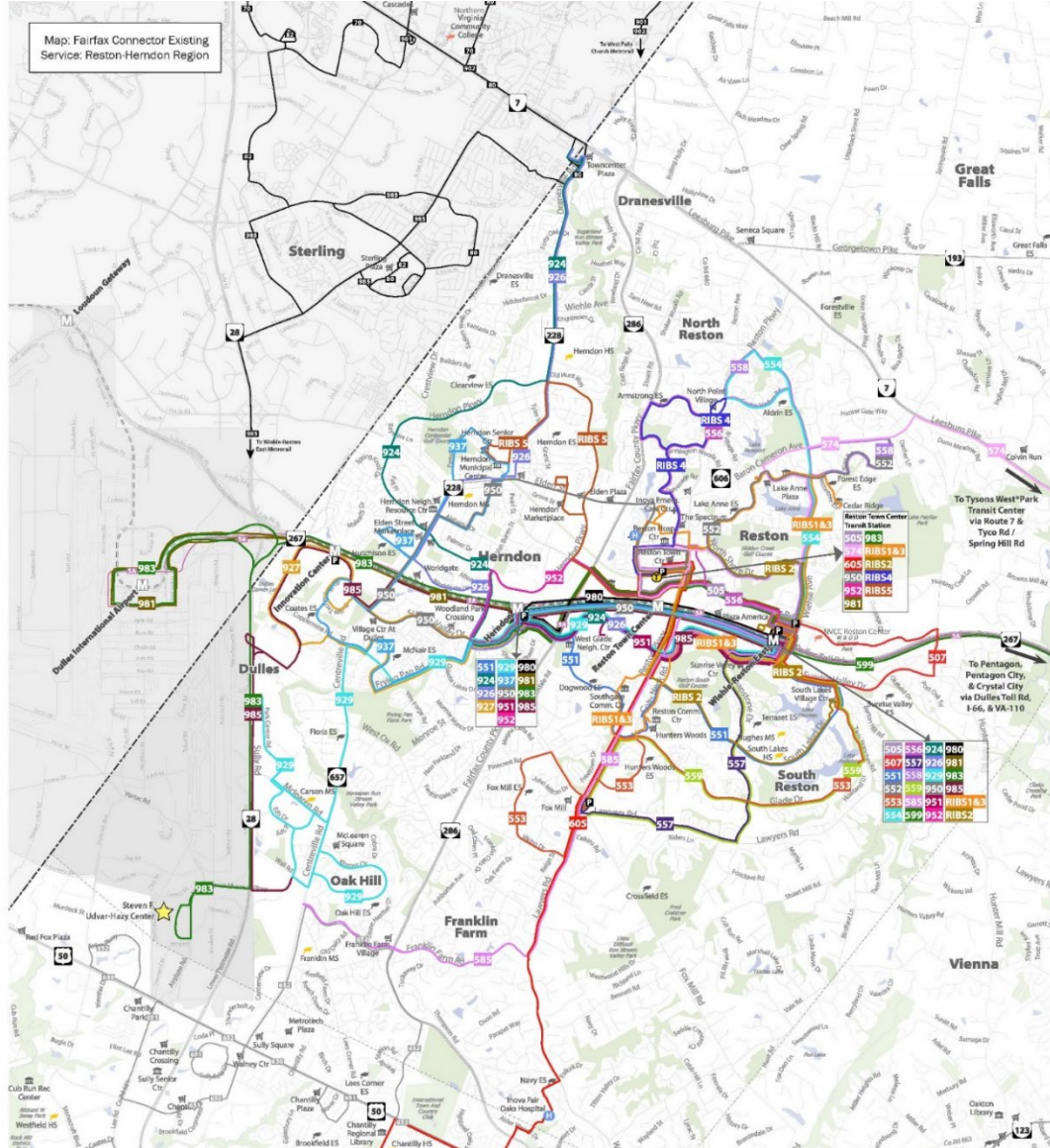
Michael Felschow
Fairfax County Department of Transportation





Pre-Silver Line

Current





Outreach

Market Survey

- Fall 2018: 2,600 responses
- Gathered data on why residents do not ride buses
- Used to determine what measures could be used to attract non-riders and reconnect with lapsed riders

Onboard Survey

- Spring - Summer 2019: 2,550 responses
- Collected information on passengers' origins, destinations, preferences, and demographic characteristics
- Used for planning to increase ridership and improve the customer experience

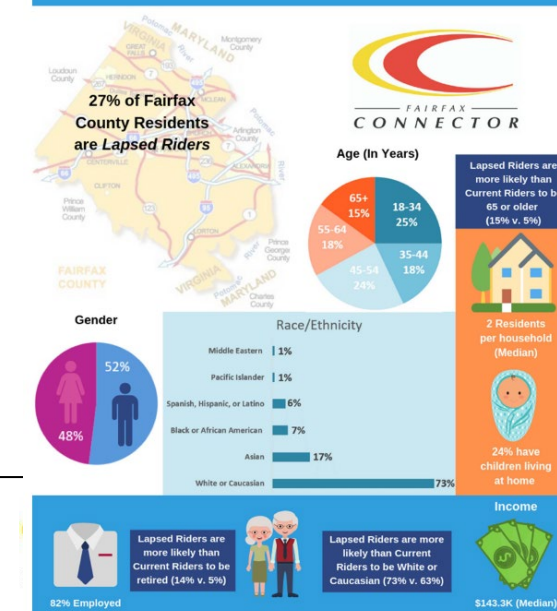
Online Survey and Public Meetings:

(Specific to Silver Line Phase 2 Reston – Herndon / Reston service)

- Conducted three rounds of online surveys: 1,700 responses
- Conducted three rounds of public meetings and outreach



Lapsed Rider Demographics



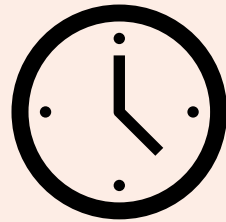


What We Heard: Opportunities for Improvement



Increased Frequency

Add buses to increase mobility, especially during off-peak hours and weekends



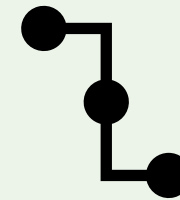
Greater Span of Service

Increase service hours on key routes to operate earlier or later in the day to improve mobility



Faster Travel

Realign and streamline routes to be more direct



Connectivity

Adjust routes to serve key community locations and make bus stops easier to access



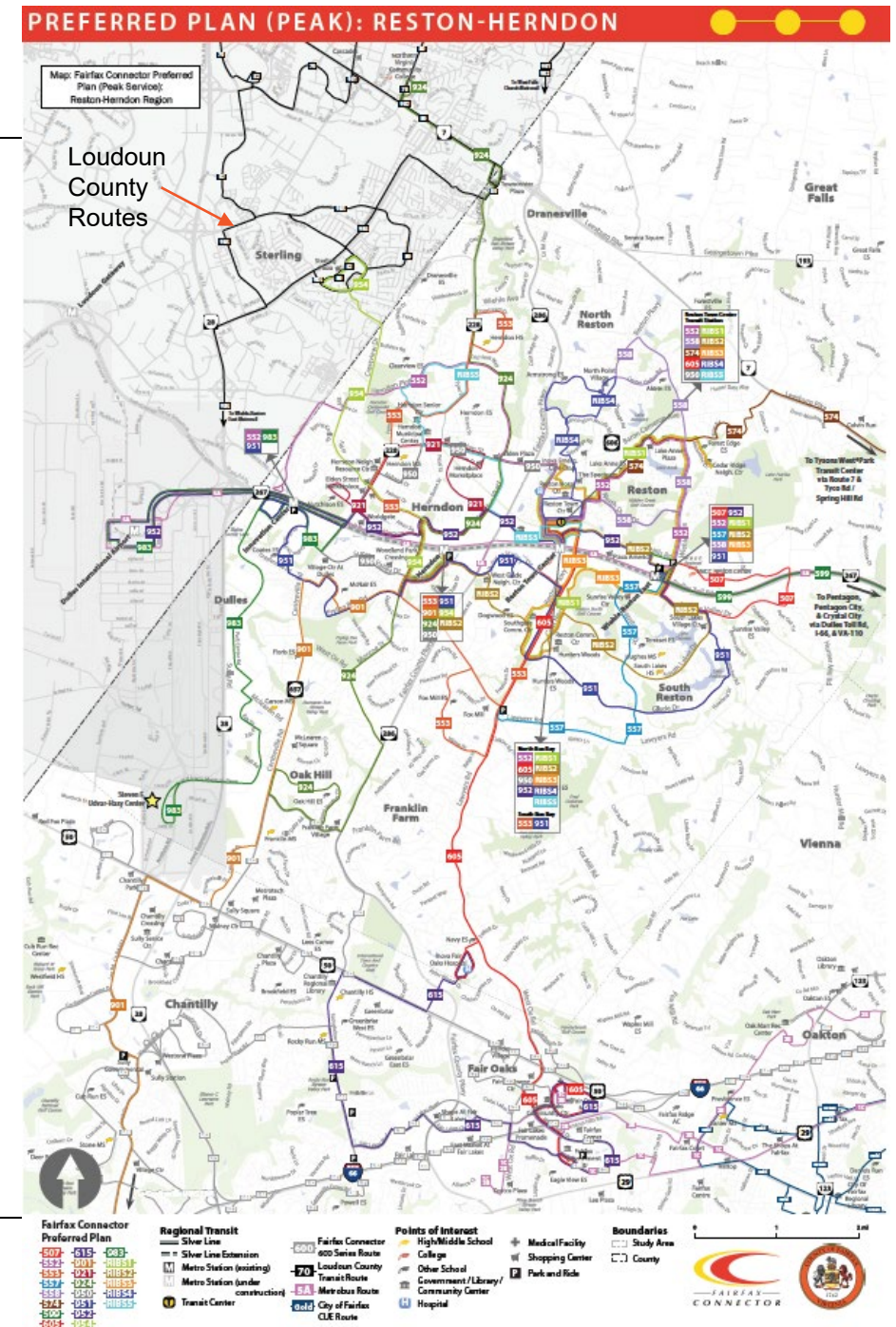
Information

Provide accurate, reliable, and user-friendly information about Connector service to customers



Silver Line Phase 2 Herndon - Reston Service Summary

- New connections and routes
 - Chantilly / Centreville to Dulles Corridor
 - Northern Virginia Community College (Loudoun Campus)
 - Sterling to Herndon
- Improves average frequency from 30 to 20 minutes
- Improves span of service
- Provides more direct connections
- Shortens travel time
- Increases access between transit-reliant population and employment
- Maintains bus stop coverage at most locations
- Improves access to middle and high schools





19 Modified Routes That Improve Connectivity, Frequency and Reduce Travel Time

507 552 553 557 558 574 599 605 924 937
950 951 952 983 RIBS1 RIBS2 RIBS3 RIBS4
RIBS5

4 New Routes Provide More Connections and Improved Travel Time

615 901 921 954

12 Replacement Service Routes

505 551 554 556 559 585 926 927 929 980
981 985



Modified Routes



Frequency



Span of Service



























Faster Travel



Connectivity



Information

<p>507 Sunset Hills – Sunrise Valley</p> 	<p>552 Innovation Center & Wiehle-Reston East Metrorail Station</p> 	<p>553 Kingstream – Herndon – Fox Mill</p> 	<p>557 Reston South – Soapstone</p> 	<p>558 Center Harbor – Wiehle-Reston East & Reston Town Center Metrorail Station</p> 
<p>574 Reston Town Center – Tysons</p> 	<p>599 Reston North – Pentagon Express</p> 	<p>605 Reston – Fair Oaks Mall</p>  	<p>924 NoVa Community College Loudoun – Herndon – Franklin Farm</p>  	<p>937 Coppermine – Elden – Herndon Metrorail Station</p> 
<p>950 Reston Town Center & Herndon Metrorail Station</p> 	<p>951 Wiehle-Reston East & Innovation Center Metrorail Station</p>  	<p>952 Sunset Hills – Dulles Airport</p>  	<p>983 Dulles Airport – Udvar-Hazy</p> 	<p>RIBS1 Lake Anne – Hunters Woods</p> 
<p>RIBS2 Reston – South Lakes Drive</p>  	<p>RIBS3 Hunters Woods – Lake Anne</p> 	<p>RIBS4 Reston Town Center Metrorail Station – North Point</p> 	<p>RIBS5 Herndon</p> 	



Weekday Rush Hour Service

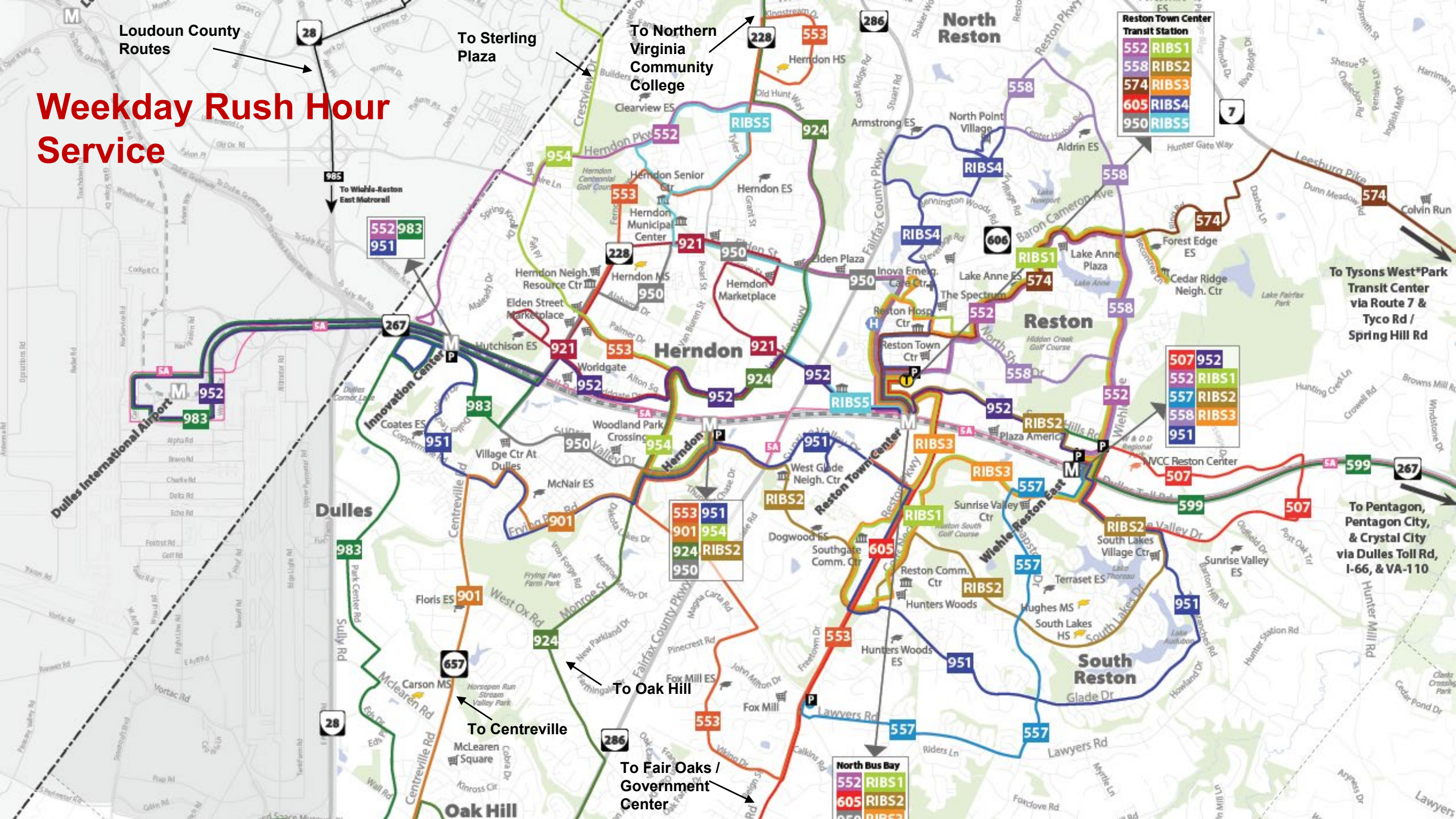
Loudoun County Routes

To Sterling Plaza

To Northern Virginia Community College

To Tysons West*Park Transit Center via Route 7 & Tyco Rd / Spring Hill Rd

To Pentagon, Pentagon City, & Crystal City via Dulles Toll Rd, I-66, & VA-110





TRIP grant - Fare program

Background

- State grant program supporting zero and reduced fare programs to increase transit ridership
- Fairfax County has been awarded **\$5.4 million for a three-year half-fare pilot program**
- Program anticipated to help low-income residents recovering from the pandemic and restoring Fairfax Connector ridership

Program eligibility criteria

- Resident of Fairfax County, City of Fairfax or City of Falls Church, and
- Annual income at or below 225% of the federal poverty level by household size

Program implementation partners

- Department of Transportation (FCDOT)
- Department of Family Services (DFS)
- Office to Prevent and End Homelessness (OPEH)
- Department of Neighborhood and Community Services (NCS)
- Washington Metropolitan Area Transit Authority (WMATA)

3

Things to Know Before You Go

Puntos a tener en cuenta antes de viajar

1

Have your TRIP card out and ready to tap on the farebox when you board the bus.

Al subir al autobús, mantenga su TRIP card en la mano y toque su TRIP card en la caja de tarifas.

2

TRIP card provides a 50% discount with Fairfax Connector routes. If you switch to Metrorail, there is a free transfer to/from Metrorail.

TRIP card le proporciona un descuento de 50% en la rutas del Fairfax Connector. Si también requiriera conectar con Metrorail, la transferencia de o hacia el Metrorail es gratuita.

3

If you get lost or turned around, the bus drivers are great! Just tell them you need help and they will help you figure out how to get to your destination.

Si se pierde o tiene que regresar, recuerde que ¡nuestros conductores de autobuses son geniales! Solo dígales que necesita ayuda y ellos le ayudarán a encontrar la manera de llegar a su destino.

Customer Service & Travel Information Servicio al Consumidor e Información de Viaje



fairfaxconnector



TTY 703-339-1608



fairfaxconnector.com



703-339-7200



Fairfax County Department of Transportation (FCDOT) ensures nondiscrimination in all programs and activities in accordance with the Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act (ADA). To request this information in an alternate format, contact FCDOT at 703-877-5600, TTY 711. Information in this publication is accurate as of the time of printing. Please visit fairfaxconnector.com for the most up-to-date information.

November 2022

El Departamento de Transporte del Condado de Fairfax (FCDOT) por sus siglas en Inglés garantiza la no discriminación en todos los programas y actividades de acuerdo al título VI de la Ley de Derechos Civiles de 1964 y la Ley de los Americanos con Discapacidad (ADA) por sus siglas en Inglés. Para solicitar esta información en un formato diferente, contactar al 703-877-5600, TTY 711. La información en este material es precisa en la fecha de su producción. Por favor, visitar fairfaxconnector.com para obtener la información más actualizada.

Noviembre 2022



TRANSIT RIDERSHIP INCENTIVE PROGRAM

PROGRAMA DE INCENTIVO PARA PASAJEROS DE TRÁNSITO

* Funding for TRIP provided by Virginia Department of Rail and Public Transportation

* Los fondos de TRIP son provistos por Virginia Department of Rail and Public Transportation

50%

Discount on Fairfax Connector
de Descuento en Fairfax Connector



RELOAD

by using a credit card, a TOPS debit card or cash at a Connector Store.

RECARGAR

Usando una tarjeta de crédito, una tarjeta de débito de TOPS o usando efectivo en una Connector store.

TRANSIT RIDERSHIP INCENTIVE PROGRAM

PROGRAMA DE INCENTIVO PARA PASAJEROS DE TRÁNSITO



Please review the Full Terms and conditions at www.fairfaxcounty.gov/connector/trip



Questions

- Next steps
 - Customer feedback
 - Service evaluation

