

Network Redesign

Better Bus is an initiative to rethink, redesign, and revitalize bus service to better serve the needs of customers in the region - through new facilities and buses. better and faster service, and better customer information and amenities.

> Metro's Network Redesign is creating a new bus network that is fast, frequent, reliable, and easier to understand. It will get more people where they want to go, when they want to go.

Bus Stop and Shelter Improvements

Customer Info 2.0

Priority Lanes and Signals



Facilities Modernization

Zero-emissions

Network Redesign



oxtimes Project Phases and Outcomes



- **Guiding principles**
- Goals and priorities
- Needs, gaps, and opportunities in existing service

Fall 2022 Outreach



- **Draft Visionary Network with** more resources
- Tradeoff preferences

Spring 2023 Outreach



- Proposed 2025 Better Bus Network using current resources
- Sustainable, predictable approach to pay for service
- **Revised Visionary Network** with more resources for the future
- Metrobus' role in the region

Spring 2024 Outreach

The Better Bus network redesign will:



Increase access to frequent service



Align network with development and travel patterns



Enhance equity and customers' access to opportunities



Make the system easier to use and understand





City of

Falls Church

CUE

FAIRFAX COUNTY

CONNECTOR

City of **Alexandria**

Metro's Board of Directors has adopted the following guiding principles for the network redesign:

- Ensure a customer-focused and regional perspective
- Engage and communicate authentically, inclusively, and transparently
- Ensure equity is a value throughout the project
- Allow customers' input, region's needs, data, and service guidelines to drive decisions
- Attract customers with frequent, reliable, connective service
- Make cost-effective and data-driven business decisions

Engagement Strategies at a Glance Other Community Engagement Jurisdictions Metro Customers and Community Workforce **E-Newsletters** Organizations Multilingual Surveys **Employee** and Information Technical Videos Podcasts, Committee Newsletters, **Bus Stop Chats Briefings** and Videos Community and Ride-Alongs Connections Digital Webinars and Committee **Coffee Chats** Communications Virtual Events **Toolkit DOT Director Customer Service** Workshops and **Fact Sheet** Listening Sessions **Training** Pop-Up Events Elected Official Social Media Union Print and Digital **Briefings** Leadership Signage on Buses Meetings Multilingual and in Stations Community **Print and Digital** Organization Operations Advertising Engagement **Preview Parties** Regional Bus *C*Inculation **MONTGOMERY** Partners **ARLINGTON** COUNTY The network redesign ART Key rlington transit

Evaluate both

Metrobus and

local provider

Metrobus only

Partner with

Ride On Reimagined

Evaluate

The network redesign covers Metrobus as well as TheBus in Prince George's County. Metro is collaborating with other providers to effectively and efficiently integrate existing and new bus networks and services.

DC

PRINCE

GEORGE'S COUNTY

THE BUS