



Safety and Operations Committee

Board Action Item III-A

Better Bus 2025 Network Redesign Approval

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

Action Information

Document
Number:
210876

Resolution:
 Yes No

Presentation Name:

Approval of 2025 Better Bus Network

Project Manager:

Allison Davis/Peter Cafiero

Project Department:

Planning and Performance

Purpose/Key Highlights:

This presentation provides an overview of the 2025 Better Bus Network, including the approach to building the 2025 Network, how the final network responds to customer and stakeholder feedback, benefits of the network, results of the Title VI analysis, the potential paratransit service area, and an overview of the 2025 Network implementation strategy. The presentation recommends approval of the 2025 Better Bus Network that aligns with project goals and works better for customers and the region. Additional details are available at wmata.com/betterbus.

Interested Parties:

For conflict-of-interest purposes, staff has identified the following contractors and interested parties involved in the Network Redesign: **Kimley-Horn, Cambridge Systematics, Foursquare Integrated Transportation Planning, NeoNiche Strategies, WBA Research, Vanasse Hangen Brustlin, Inc., Nelson\Nygaard Consulting Associates, and Sensis Agency.**

Background:

In June 2022, Metro launched the Better Bus Network Redesign to create a bus network to better match when and where people want to travel, provide fast, frequent and reliable service, address inequities, and increase access to opportunity for disenfranchised communities. The Better Bus Network Redesign is a key initiative in the Strategic Transformation Plan, meeting objectives in Service Excellence, Regional Opportunities and Partnership, and Sustainability.

At the completion of the Network Redesign, customers, the region, and our partners will have a:

- 2025 Better Bus Network and service plan developed within current resource levels for Metro Board consideration in CY2024 and implementation beginning in CY2025;
- Visionary Network and service plan with that will become possible with more resources, and that provides a path forward to meet some of the region's longer-term goals; and
- Clearly defined role of Metrobus in the region and a long-term sustainable, predictable funding model for bus service.

In the summer and fall of 2023, a revised Visionary Network was developed that incorporates the significant feedback gathered from customers, elected officials and jurisdictional partners in the spring of 2023. It sets the stage for what bus service can be in the region.

Discussion:

The proposed 2025 Better Bus Network is a bus network and service plan that reshapes the entire Metrobus system within current resource levels of the FY2025 budget. The strategic approach to developing the 2025 Better Bus Network includes a focus on:

- Better connecting people to where they want to go;
- Providing more frequent, consistent bus service;
- Advancing access to opportunity for Equity Focus Communities;
- Making bus service easier to understand; and
- Preparing us for the future.

Project Engagement and Outreach

Three rounds of public engagement and outreach guided the creation of the 2025 Better Bus Network, as well as a Visionary Network, which will be used to guide future service decisions when additional resources are available. Public engagement occurred in the fall of 2022, spring of 2023, and summer of 2024. Through those efforts, Metro engaged nearly 45,000 customers and potential customers, received over 21,000 comments on the draft 2025 and Visionary Networks, received more than 12,000 survey responses, and held over 130 customer-focused events across the region. In addition to the public, Metro engaged over 1,400 employees, including 820 bus operators and other operations staff, and held over 120 briefings with elected officials, stakeholders, and community representatives.

In spring/summer 2024 Metro held a Discovery Day in each state-level jurisdiction, which included both an expo to learn about the proposed network and provide feedback and, in adherence to the Compact, separate public hearings to gather comments. Metro held two additional virtual Compact Public Hearings to enable customers and potential customers to provide comments.

Extensive collaboration with local transit providers in the Transit Zone has occurred since the project's inception with multiple workshops and meetings to collaboratively redesign the Metrobus network and integrate it with the local providers. In partnership with TheBus, service in Prince George's County has been fully reimaged for both providers. Metro also collaborated with Montgomery County on Ride On Reimagined, the county's redesign effort. For reference and context, route profiles for Prince George's County's TheBus routes and one of Montgomery County's Ride On routes are included as an appendix in the route profiles. As these routes are operated by the counties, the Metro Board will not take action on those services.

Revising the 2025 Better Bus Network

During the project's final phase of engagement, Metro received over 13,000 comments on the proposed Better Bus Network. In fall of 2024, Metro reviewed all 13,000+ comments and used this feedback from the public and stakeholders to revise the 2025 Network. Revisions were focused on the project goals identified through our initial public engagement in fall 2022:

- Quality customer and operator experience: provides fast, frequent, and reliable service;
- Regional connectivity: matches when and where people want to travel; and
- Equity: addresses inequities and increases access to opportunity.

Comments received during the spring of 2024 were used to better address customer needs and concerns, while still working towards these three goals.

Changes were made to about 70 of the 125 Metrobus routes (56%) based on feedback received as well as additional analysis of the network and service plans. These revisions focused on addressing as many major customer concerns as possible, with a focus on changes that create a network that advances regional connectivity, customer and operator experience, and equity and where a second look at data showed revisions were warranted. The team carried over proposals in cases where data reaffirmed the proposed alignment change, service reduction, or elimination, where changes would create unsafe conditions for operators due to street geometry, where comments conflicted with one another, and where changes aren't feasible due to resource constraints.

The 2025 and Visionary Networks

The 2025 Better Bus Network will improve service and connections using the

resources we have today. The 2025 Network will increase the number of frequent service routes from 37 to 48 routes across the network (buses every 12-minutes or better and/or 20-minutes or better depending on the category of frequent service, 7 days a week) and provides 20,000 more DMV residents with access to weekend service, all within existing resources. The 2025 Better Bus Network could attract nearly 13,000 more daily weekday trips and avoid almost 4,300 metric tons of greenhouse gas emissions a year.

With additional investment, the Visionary Network can improve access, frequency, and convenience and attract many more customers. The Visionary Network would:

- Provide at least 30-minute frequency throughout the day for most routes;
- Provide new routes, including more connections between Metrorail branches and emerging activity centers;
- Create a regionwide 24-hour bus network, including overnight connections to the region's airports; and
- Create even more consistent, frequent service all day and all week.

As a result, the Visionary Network would attract more customers than the 2025 Network, provide more environmental benefits, save more time on an average day for transit customers, make more trips convenient to take on transit, and provide access to more jobs within 60 minutes on transit for residents of the region.

Equity and Title VI Analysis

Metro ensured equity was a core value of the Better Bus Network Redesign. As noted above and throughout the previous presentations, building a more equitable network includes a focus on the following for Equity Focus Communities:

- Increasing midday, evening, and weekend service;
- Increasing access to frequent service;
- Increased connections at both ends of routes to key destinations, such as jobs, schools, grocery stores, and hospitals;
- Expanded access to jobs (and job centers)

The Federal Transit Administration (FTA) requires that transit agencies conduct an equity analysis to determine whether proposed permanent major service changes will result in a disparate impact (DI) to minority customers or disproportionate burden (DB) to low-income customers. The 2025 Network proposes significant changes to Metrobus service. The analysis does not show a potential disparate impact on minority populations or a disproportionate burden on low-income populations.

This analysis examines both the demographics of those residents who will benefit

from improved service and those who will be adversely impacted from service reductions to see if minority or low-income residents will be disproportionately denied the benefits of Metrobus service. The bus service changes provide a significant increase in service to minority and low-income residents. However, to implement these beneficial service changes, some service has been reduced; therefore, some residents will be negatively impacted. For example, at some places in the network, service was straightened to provide faster, more direct service for more customers, which required realigning service in some Census Block Groups. In the Title VI analysis, this realignment would show up as a service reduction even if the net effect is more direct and faster service for customers.

In addition, the partnership with Prince George's County TheBus and Montgomery County's Ride On to redesign service in those jurisdictions has resulted in some changes to the provider who will operate the service on a particular street or area. In some cases, Metrobus will assume service previously operated by local operators and in others, the local operators will provide service on streets where it is currently provided by Metrobus. For Title VI analysis purposes the latter is considered a reduction to Metrobus service even though these residents will continue to have bus service.

Paratransit Service Area

Federal law requires the provision of paratransit services by bus and rail service providers where fixed route service is provided. The Metro Board has maintained a consistent paratransit service boundary since 2010. Additionally, as part of the adoption of the FY2025 operating and capital budgets, the Metro Board has extended the time for the boundary until June 30, 2026, to enable staff to evaluate the impact of the Better Bus service changes on paratransit service.

Bus Route Naming

Metro is also taking this opportunity to rename bus routes for the entirety of the Metrobus network. We heard from customers and potential customers that the existing route names are confusing and not intuitive. The approach is broad enough to allow local providers to also rename their routes within the below convention if they so choose. The approach to route names is as follows:

- First character: Defines the jurisdiction that the route mainly operates in:
 - D (downtown routes) or C (crosstown routes) for DC,
 - M for Montgomery, P for Prince George's,
 - A for Arlington and Alexandria,
 - F for Fairfax County and Cities of Fairfax and Falls Church;
- Second character: A number for route's corridor/neighborhood;
- Third character: A number to distinguish it from the other routes, with a '0' for the primary route on the corridor or an 'X' for a limited stop route.

Bus Stops

As part of the spring/summer 2024 engagement, Metro proposed the elimination of about 650 stops and received input from customers and jurisdictional partners about them. These bus stops exceed our bus stop spacing guidelines and are located too close to adjacent bus stops. These stops often have lower ridership than the adjacent stops and may lack safe pedestrian access such as crosswalks and sidewalks. Based on that input, Metro is proposing the elimination of about 510 bus stops (about five percent of Metrobus stops served) in the 2025 Better Bus Network. By eliminating these stops, bus speeds should increase, travel time should become more reliable, and bus service will be more efficient.

Draft Cost for the 2025 Better Bus Network

The 2025 Better Bus Network was created to be resource neutral for Metrobus. However, applying the restructured Metrobus subsidy allocation formula to the 2025 Better Bus Network does result in changes to the allocation of the Metrobus subsidy among Metro's funding partners. The calculation included in the presentation applies service and system costs and revenues from Metro's FY2025 adopted budget, so each jurisdiction's Metrobus subsidy will be revised as part of the draft FY2026 budget.

2025 Network Implementation Strategy

Metro anticipates implementing the 2025 Better Bus Network starting in the summer of 2025. The major tasks needed for implementation include planning and scheduling, training for operations and communications staff, customer information including bus stop flags, maps, and website, and ensuring our systems and data are updated to provide accurate customer information and to enable analysis and supervision of the new network with new route names. In addition, Metro staff continues to work closely with our jurisdictional partners to identify signage, operations, and infrastructure changes or needs for stops and streets in each jurisdiction to support the new network.

Funding Impact:

There is no impact on funding from this action item. This action will have a funding impact when the Board adopts the restructured Metrobus subsidy formula and the FY2026 and subsequent budgets.

Previous Actions:

- September 2022: Better Bus Network Redesign update, including adoption of Guiding Principles for the project
- January 2023: Better Bus Network Redesign update

- April 2023: Better Bus update including draft Visionary Network
- July 2023: Better Bus Network Redesign update
- September 2023: Better Bus Network Redesign update, including route renaming concepts
- May 2024: Public Hearing Authorization on Proposed 2025 Better Bus Network Redesign
- October 2024: Better Bus Network Redesign update

Next Steps:

Staff will incorporate the 2025 Better Bus Network into the GM/CEO's Recommended FY2026 Budget. If funded in Metro's FY2026 budget, implementation of the revised 2025 Better Bus Network could begin as early as the summer of 2025.

Recommendation:

Approval to: Staff recommends approval of the 2025 Better Bus Network.

Approval of 2025 Better Bus Network

Safety and Operations Committee



Your Metro, the Way Forward



Service excellence

Deliver safe, reliable, convenient, equitable, accessible, and enjoyable service for customers.



Convenience | Deliver frequent and accessible service that modernizes and enhances the customer experience.



Talented teams

Attract, develop, and retain top talent where individuals feel valued, supported, and proud of their contribution.



Regional Opportunity and Partnership | Design transit service to move more people and equitably connect a growing region.



Regional opportunity & partnership

Design transit service to move more people and equitably connect a growing region.



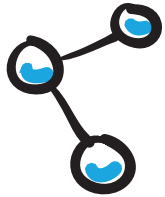
Environmental Sustainability | Take action to combat climate change, adapt to its impacts, and steward natural resources



Sustainability

Manage resources responsibly to achieve a sustainable operating, capital, and environmental model.

Strategic Approach to a Better Bus Network



**Better
connect
people to
where they
want to go**



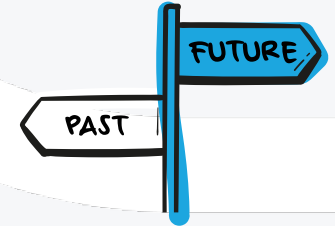
**Provide more
frequent,
consistent
bus service**



**Advance
access to
opportunity
for Equity
Focus
Communities**



**Make bus
service easier
to understand**



**Prepare us for
the future**

23 Weeks of Engagement Built a Better Bus Network



45,000+ interactions at 225 events

21,000+ total comments received

12,000+ survey responses received



120+ briefings with public, stakeholder, elected official, and community group member attendees



111,000+ unique website visitors

3,600+ e-newsletter subscribers

2,490,000+ impressions on social media, Transit App, and online ads



63 Bus Ride-alongs

8 Public Workshops

120+ Briefings

60 Pop-Ups & Bus Stop Chats



820+ interactions with bus operations employees at **32 events**

590+ interactions with Metro employees at **6 coffee chat events**



Input Used to Create the 2025 Network

- Metro reviewed all 13,000+ route comments received summer 2024
- Comments were used to better address customer needs and concerns, while still working towards the project's goal
- Changes were made to **more than half of the routes** based on in-person event, online, and public hearing feedback received and included:
 - Routing changes, including restoring routes or segments
 - Frequency or span increases/decreases
 - Changes to bus stops and some route numbers
- Adjusted network and service to stay within existing resources



40%

Were About Where
it Goes (the
route alignment)



25%

Were About
Frequency and
Span



10%

Were About Where
it stops (Bus stop
locations)



25%

Were About
Another Topic

Ensuring Equity is a Value of the Better Bus Network

Approach: Design the network to address inequities and increase access to opportunity for disenfranchised communities

Outcomes:

- Increased midday, evening, and weekend service
- Increased access to frequent service
- Increased connections at both ends of routes to desired destinations, such as jobs, schools, grocery stores, and hospitals
- Expanded access to jobs (and job centers)

Title VI Analysis

Asks if minority or low-income populations receive **substantially less** service than other populations

Measures change in service for each Census Block Group:

- Bus frequency
- Hours of service span per day
- Who is impacted (total residents, minority, low-income residents)

✓ No disparate impact to minority residents

✓ No disproportionate burden to low-income residents

The 2025 Better Bus Network Will:



Average resident **gains access to at least 5% more key destinations** (e.g. hospitals, groceries, entertainment) at all times during the day/week



Added 30% more routes (11 more) to the **Frequent Service Network** (12-minute and 20-minute)



Provide **access to weekend service to 20,000 more residents** who currently lack service



Provide **greater benefits** (e.g. access to more frequent service, jobs, and other destinations) in areas with **more low-income households**

Could attract nearly **13,000 more daily weekday trips** and avoid **4,300 metric tons of GHG emissions** a year

... all within existing resources

With additional investment, the Visionary Network can improve access, frequency, and convenience and attract many more customers

- Provide at least **30-minute frequency throughout the day for most routes**
- Add **new routes, including more connections between Metrorail branches and emerging activity centers**
- Create a **regionwide 24-hour bus network** including overnight connections to the region's airports
- Create even **more consistent frequent service all day and all week**



Benefits to Customers and the Region from the Visionary Network*



Attract **more customers** than the 2025 Network



More environmental benefits



Save more time on an average day for transit customers



Make more **trips convenient** to take on transit



Provide **access to more jobs within 60 mins** on transit for residents of the region

Anticipated Allocation of 2025 Better Bus Network With Restructured Formula

Existing Formula with FY2025 Approved Budget + Reimbursable Agreements ²				Restructured Formula with FY2025 Approved Budget + Reimbursable Agreements October 1, 2024			Restructured Formula with 2025 Better Bus Network			
Jurisdiction	Bus	Bus Reimbursables	Total Operating Subsidy Including Metrorail and MetroAccess	Bus	Bus Reimbursables	Total Operating Subsidy Including Metrorail and MetroAccess	Bus	Total Operating Subsidy Including Metrorail and MetroAccess	\$ Variance from Approved + Reimbursable	% Variance from Approved + Reimbursable
District of Columbia	\$320.3	\$22.1	\$683.7	\$350.6	\$22.1	\$684.7	\$374.0	\$686.0	\$2.3	0.4%
Montgomery County	\$106.1		\$275.8	\$92.3		\$257.2	\$94.1	\$259.1	-\$16.7	-6.0%
Prince George's County	\$156.0		\$355.6	\$154.2		\$371.6	\$158.5	\$375.9	\$20.3	5.7%
Maryland	\$262.1		\$631.3	\$246.5		\$628.9	\$252.6	\$635.0	\$3.7	0.6%
City of Alexandria	\$33.4		\$72.7	\$29.2		\$73.5	\$26.4	\$70.6	-\$2.1	-2.9%
Arlington County	\$44.9	\$2.5	\$127.6	\$42.1	\$2.5	\$124.0	\$46.5	\$125.9	-\$1.7	-1.3%
City of Fairfax	\$1.0		\$3.9	\$1.6		\$3.9	\$1.1	\$3.4	-\$0.4	-11.5%
Fairfax County	\$83.8		\$223.1	\$77.1		\$224.8	\$71.0	\$218.7	-\$4.3	-1.9%
City of Falls Church	\$2.9		\$5.5	\$1.4		\$3.4	\$1.5	\$3.5	-\$2.0	-35.6%
Loudoun County	\$0.1		\$29.4	\$0.1		\$33.9	\$0.1	\$33.9	\$4.5	15.5%
Virginia	\$166.1	\$2.5	\$462.1	\$151.5	\$2.5	\$463.5	\$146.6	\$456.2	-\$5.9	-1.2%
Total Contribution	\$748.6	\$24.6	\$1,777.2	\$748.6	\$24.6	\$1,777.2	\$773.2	\$1,777.2	\$0.0	0.0%

1. \$ rounded nearest \$000,000; inputs for Restructured Formula based on FY2025 budgeted fares, service levels, expense, and revenue; *not an estimate for FY2026*

2. FY2025 Reimbursable Agreements for DC 24 Hour and Additional Bus Service and FY2026 Arlington for Commuter Choice 16M Service. The 2025 Better Bus Network includes \$24.6M in current or planned reimbursable bus service that would be brought into the subsidy if approved by the Board



2025 Network Implementation Strategy

Planning & Scheduling

● Planning

- Route schematics

● Scheduling

- Complete schedules

● Integration with Partner Providers

- Engage and partner with local operators also implementing new networks (TheBus, Ride On, etc.)

Training & Service Delivery

● Operator Training

- Operator training

● Bus Transportation/ Fleet

- Street Operations and division staff readiness
- Fleet and maintenance staffing readiness

● MICC-Bus Controllers

- Specialists and MICC comms staff trained

Customer Info & Communications

● Bus stop flag

- Design and installation
- Day 1 changeover plan

● Customer Information

- Map product creation
- Timetable/schedule info
- Website
- Customer service and outreach staff training
- Customer Outreach and Education

Systems and Data

- Bus Route Name and Destination signs

- Web-based customer info

- On-Board announcements

- Bus Performance and Ridership reporting

- Bus Stop IDs and numbering

Next Steps

- WMATA Board approval of the 2025 Better Bus Network
- Incorporate new network using new subsidy formula into FY2026 budget
- Continue to advance implementation activities, including working with regional partners to align implementation
- The Visionary Network will guide future service improvement investments

Documents available on wmata.com/betterbus

- Bus network maps by state
- Route profiles
- Comment summary and response
- Engagement summary and all comments received
- Title VI Equity Analysis
- Links to previous Better Bus project content

Appendix



Summary of Changes from Spring 2024 Proposed Network

- **Adjusted route alignment**

- *A58, A66, A70, A71, C27, C41, C43, C51, C55*, C57, C71, C81, C83, C85, D12, D14, D1X, D22, D24, D2X, D54, D74, D82, D90, D92, D96, F20, F26, F50, F62, F64, F83, M20, M42, M44*, P11, P12, P13, P1X, P20, P21, P31, P32, P42, P51*, P63, P73, P93, P96*

- **New routes that restore service on segments that were not covered in the spring 2024 proposed network**

- *A25, C26, C77, D80, M54, P15, P94*

- **Frequency or span increase**

- *A27, C22, C25, C43, C53, C81, P13, P62*

- **Frequency or span decrease**

- *A71, C21, C23, C33, C57, C85, D1X, D46, D54, M22, M52, P12, P35*

* Resources from these routes consolidated as follows: C55 into C51; M44 into M42, and P51 into P63

Other Associated Items

Stop Consolidation

Spring 2024: Proposed to eliminate about 650 bus stops

- Focused on high frequency routes where stops were closer than guidelines
- Jurisdictional partners support consolidation

Comments: General support for stop consolidation with some comments to retain certain stops

Revised Network: Eliminating about 510 stops in 2025 Better Bus Network – to provide faster, more reliable, and more efficient service

Route Renaming

Spring 2024: Proposed new route names

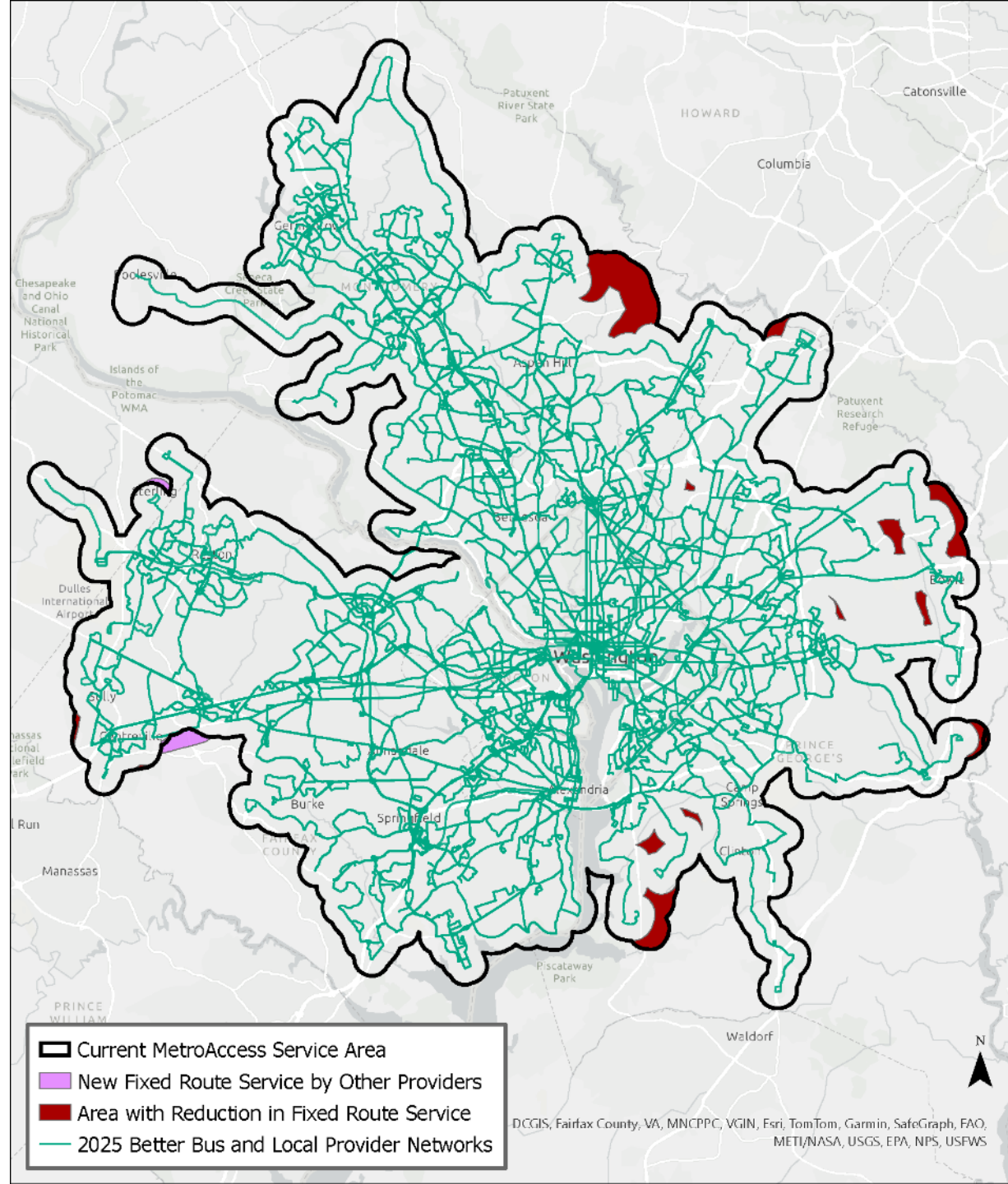
- First character: Jurisdiction/ geography
- Second character: number to identify corridor/neighborhood
- Third character: number to identify route or 'X' for limited stop

Comments: Varied with many noting attachment to existing route number

Revised Network: Incorporated route names as part of 2025 Better Bus Network. Made minor revisions to improve clarity

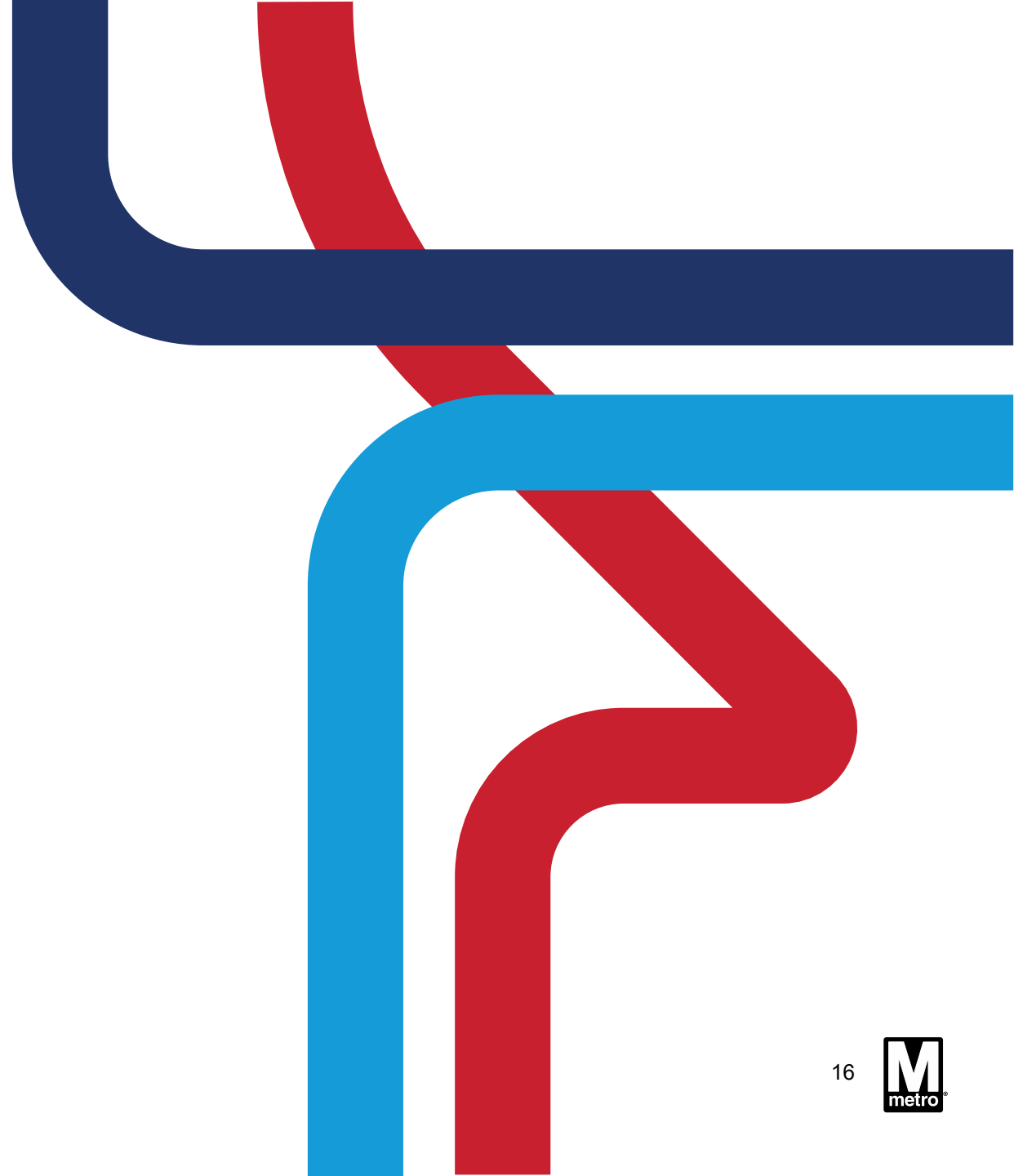
MetroAccess and Potential Changes in Fixed Route Service Area

- The MetroAccess service area will remain as it currently exists through June 30, 2026 to provide time to evaluate impacts of the new bus network on paratransit service*
- At right is an overlay of the 2025 Better Bus Network and local provider fixed route networks with the current MetroAccess Service Area, indicating where there are additions or reductions to fixed route service that could impact the MetroAccess service area in the future.



*Resolution 2010-31, 2024-12

Appendix: Revised Routes in DC

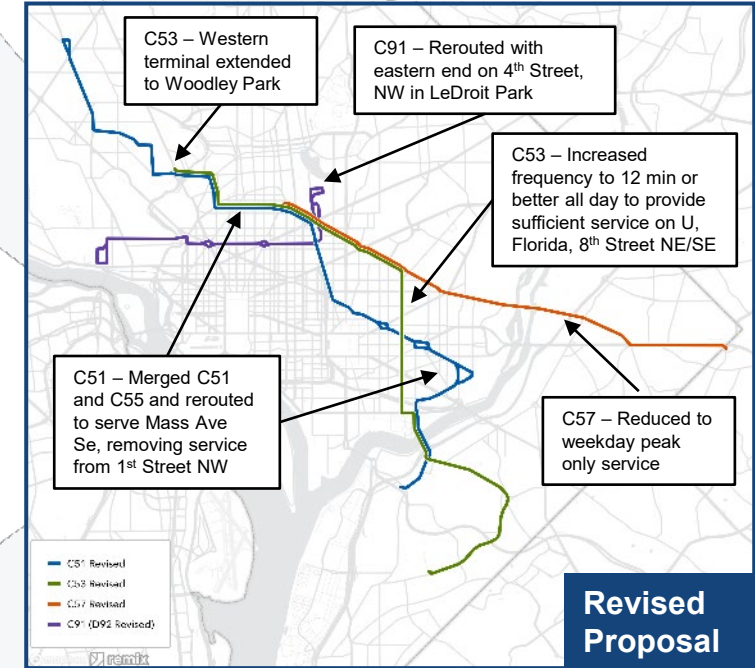
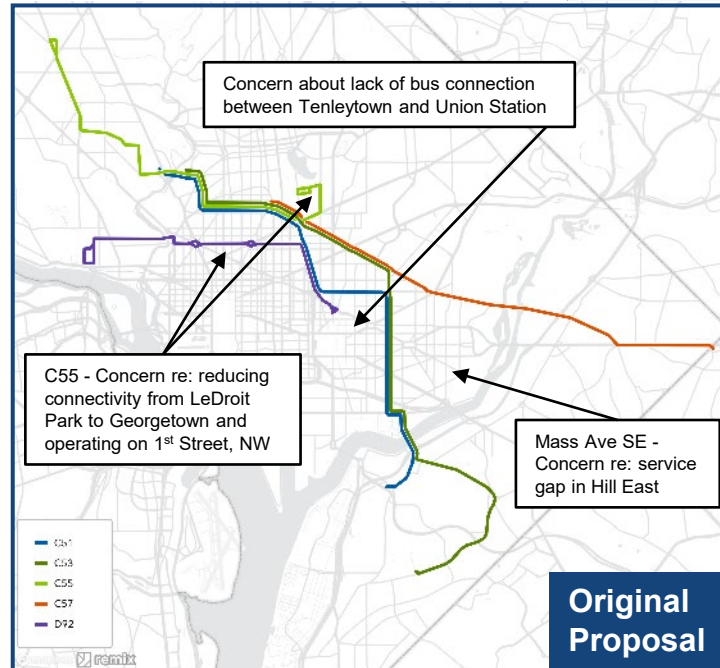


Example of How We Incorporated Feedback to Build a Better Bus Network in DC

- Frequent, consistent service
 - Creates single alignment for 8th St/Florida Ave for the 12-minute network
- Connects people to where they want to go
 - Retains service between LeDroit and Georgetown
 - Retains service on Mass Ave SE
 - Restores connection between Tenleytown and Union Station via Adams Morgan/U St
- Easy to understand
 - Provides direct service from northeast to U St

U Street, LeDroit Park, Capitol Hill

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



“I live in Ledroit Park. My only options to get places on the bus are up or down Florida or downtown. There is no convenient way to get to Dupont, West End, or Georgetown.”

“There are 100s of riders each day going from Lincoln Park to Union Station and Upper Northwest. Riders will have to walk 10+ more minutes to get to a stop.”

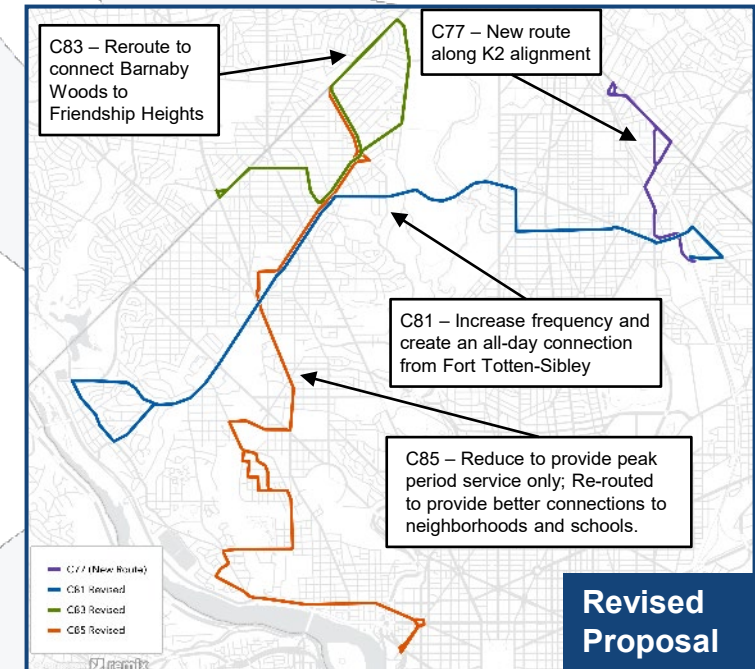
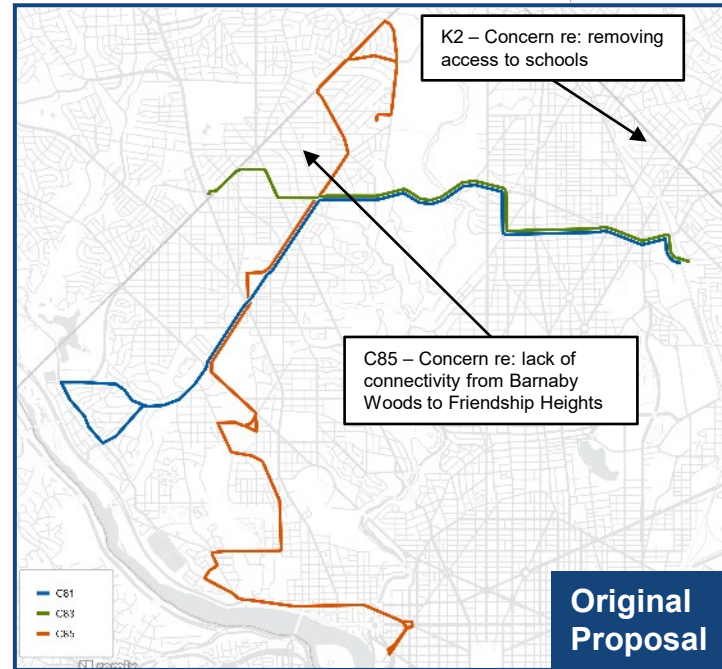
“This bus should go town North Capital (high volume artery) or 2nd St. NW (less traffic). First St. has frequent ambulances and is a major bike route.”

Example of How We Incorporated Feedback to Build a Better Bus Network in DC

- Frequent, consistent service
 - Creates consistent, frequent all-day connection between Fort Totten and Sibley Hospital
 - Provides weekend service in Barnaby Woods
- Connects people to where they want to go
 - Restores connection from Barnaby Woods to Friendship Heights
 - Shifts some service, where safe to operate, back to McKinley Street NW, deeper into neighborhood*
- Connecting to key destinations
 - Provides service to schools in NE
 - Creates crosstown access to Sibley Hospital

Upper Northwest and Northeast

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



“The K2 connects to 8 schools and child development centers. This will eliminate public transportation options for students, staff and families.”

“This route fails to provide Barnaby Woods access to Friendship Heights and the Doctors’ Offices on Wisconsin”

“The current route on McKinley St. is a major factor for our ability to age in place, allowing us to rely on public transportation for basically all of our needs.”



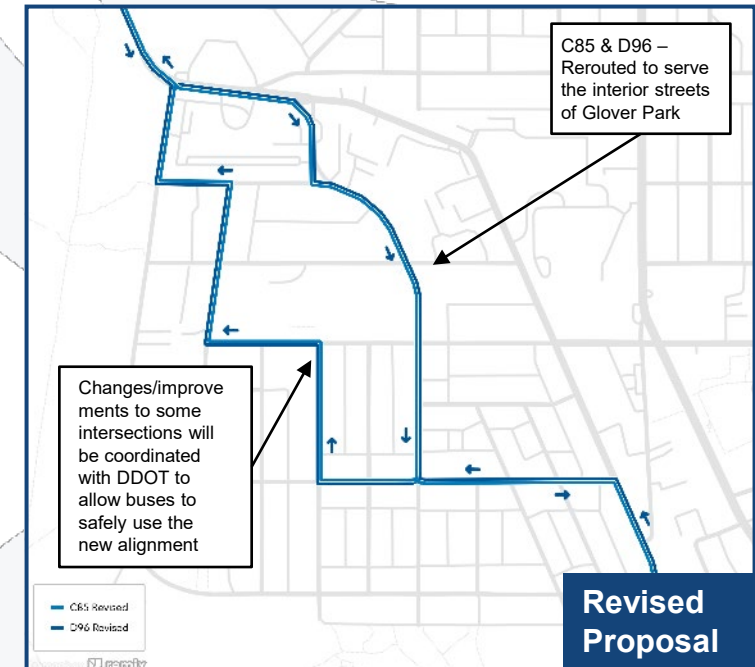
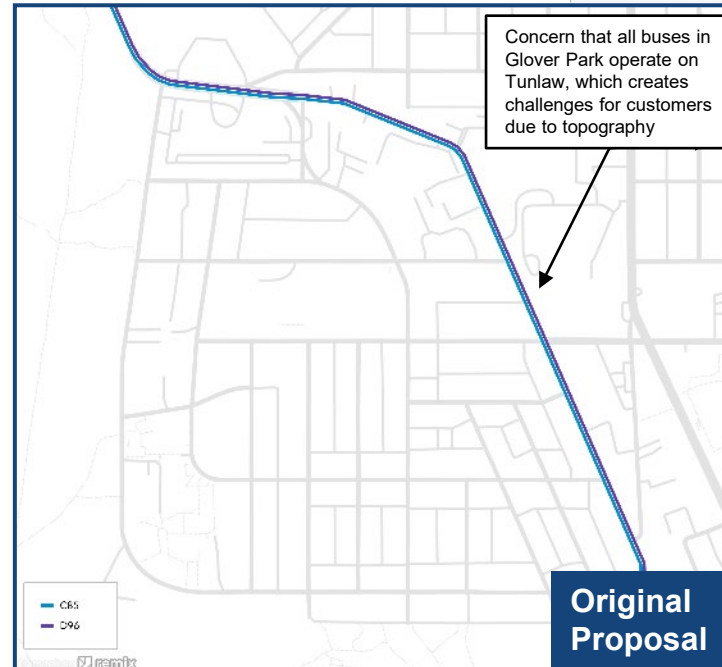
*Opportunity to operate on McKinley Street, NW east of Nevada St when some on-street parking to allow safe operations

Example of How We Incorporated Feedback to Build a Better Bus Network in DC

- Connects people to where they want to go
 - Maintains service within Glover Park

Glover Park

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



The proposed route only goes around the periphery of Glover Park, as opposed to the current D2 which runs through the neighborhood. Many residents would have to walk a considerable distance to get to a stop.

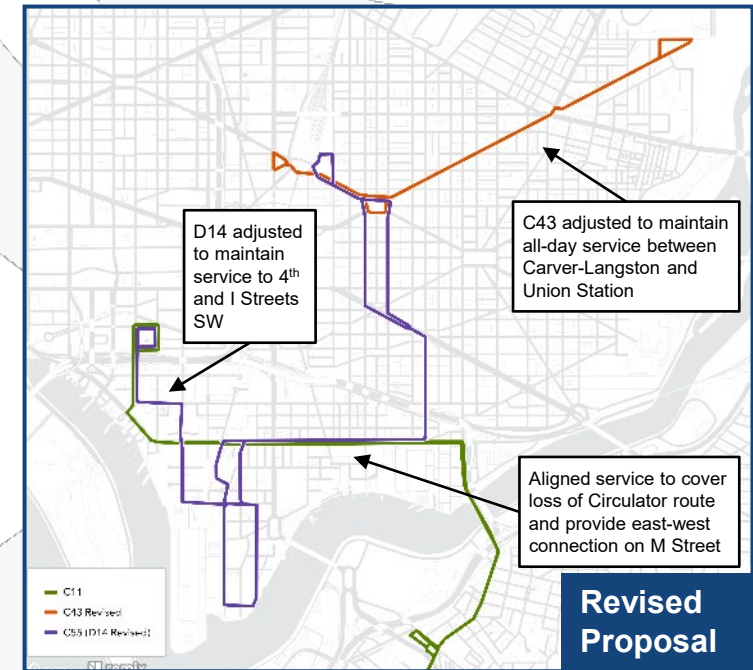
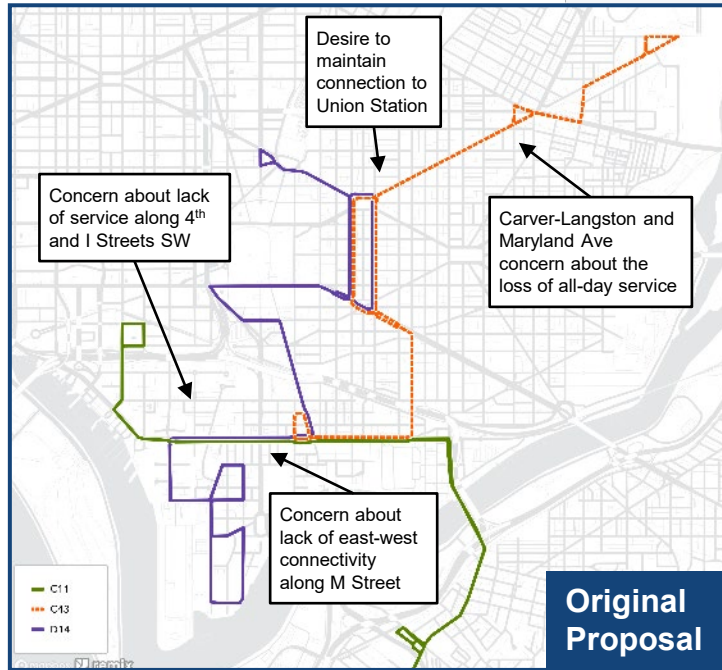
The current D2 serves many duplex/apartment/townhouse residents further west in the neighborhood who would otherwise have to make a much longer trek under the proposed plan to get to and from work.

Example of How We Incorporated Feedback to Build a Better Bus Network in DC

- Connects people to where they want to go
 - Increases east-west connectivity along M Street
 - Extends route on western end from Buzzard Point terminal to L'Enfant Plaza Metrorail station for connectivity
 - Maintains connection between Carver-Langston and Union Station
 - Restores service to 4th Street SW and I Street SW
- Frequent, consistent service
 - Maintains all day service in Carver-Langston and along Maryland Avenue NE
 - Renamed D14 to C55 to reflect the cross-town nature of the new alignment

Buzzard Point/M Street SW/SE

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



The D14 should run from 4th and M SW all the way to Navy Yard to replace the Circulator route that will no longer be running that route.

The X8 is critical to people making the connection to Union Station... The fact that the service is only set to be Rush-Only makes no sense whatsoever. A whole cluster of this area would be completely underserved by both modifying and changing the hours of operation of this route.

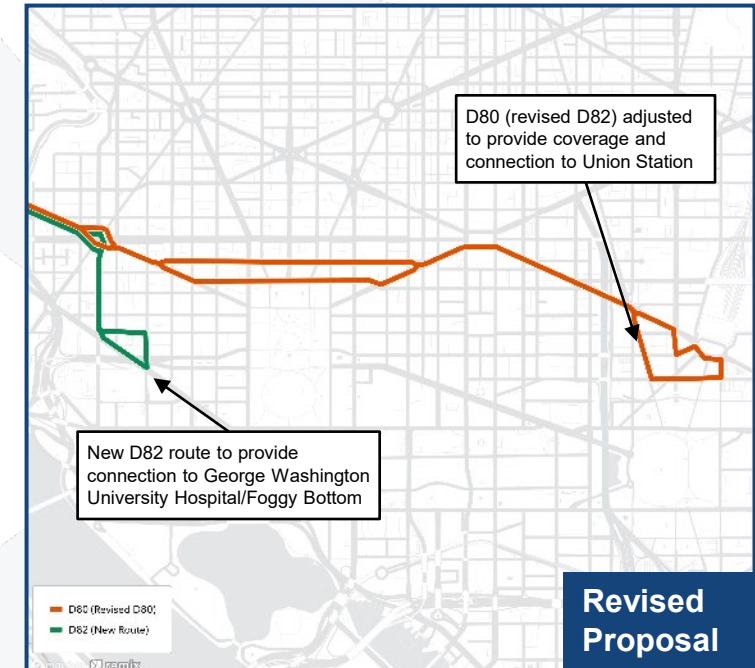
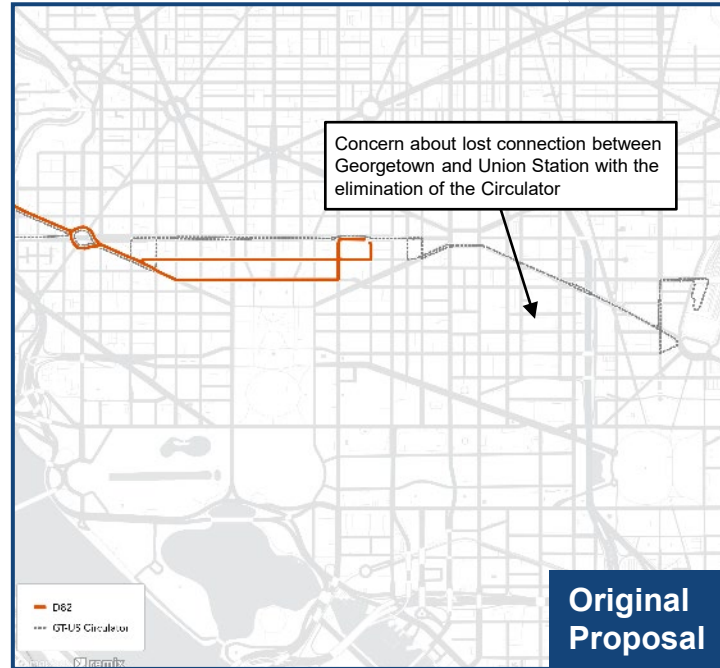


Example of How We Incorporated Feedback to Build a Better Bus Network in DC

- Connects people to where they want to go
 - Provides the connection to Union Station lost with the elimination of the Georgetown-Union Station DC Circulator route

K Street/Union Station

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



The D22 should meet the D82 at Franklin Square rather than turning around a few blocks shy. Then the 2 routes together more or less replace the Union Station/Georgetown Circulator.

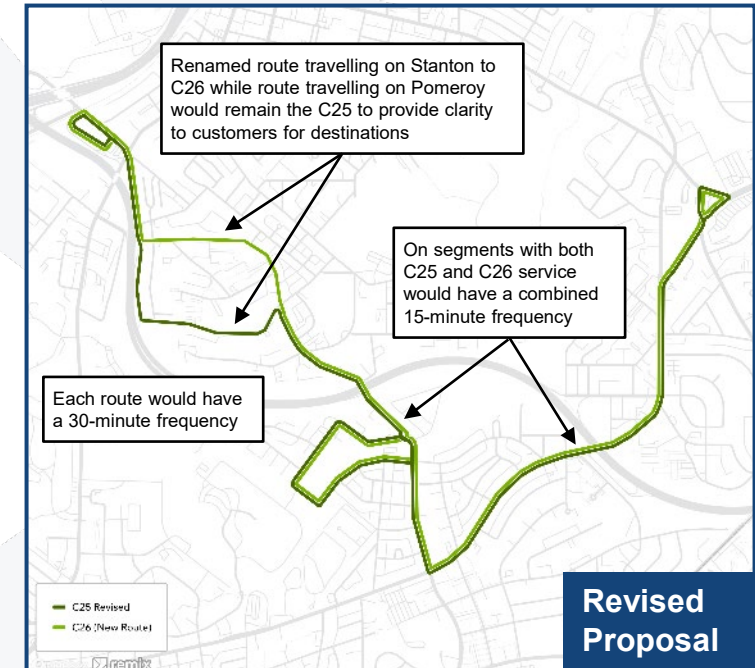
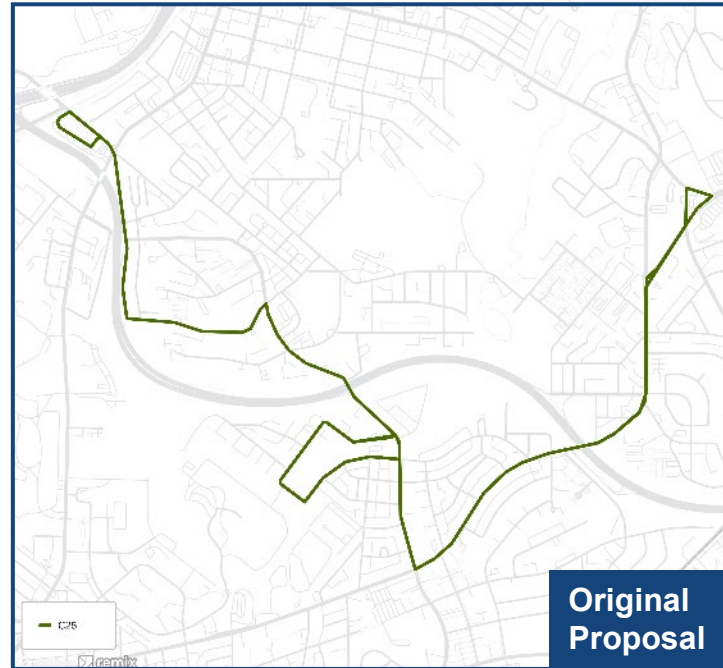
If DC were to kick in some extra funds, could this route extend to Union Station to replace the Georgetown-Union Station Circulator route? In the long term, this segment can be taken over by the D72, and the D82 can return to Federal Triangle.

Example of How We Incorporated Feedback to Build a Better Bus Network in DC

- Connects people to where they want to go
 - Provides connections previously possible on the Congress Heights-Union Station DC Circulator route

Stanton Road SE

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



The Circulator currently offers service in this area. This area also has a lot of foot traffic and schools nearby. Residents in this part of Stanton Road would have to walk further to access bus services.



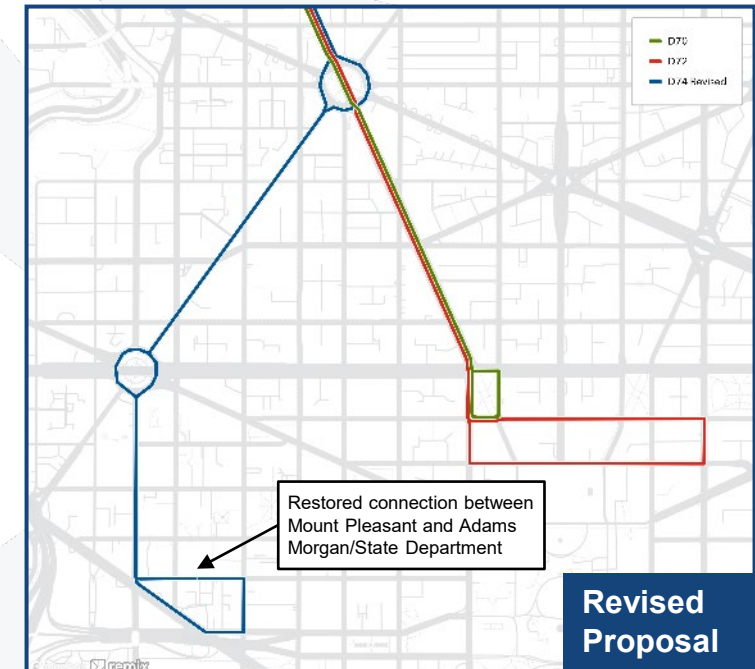
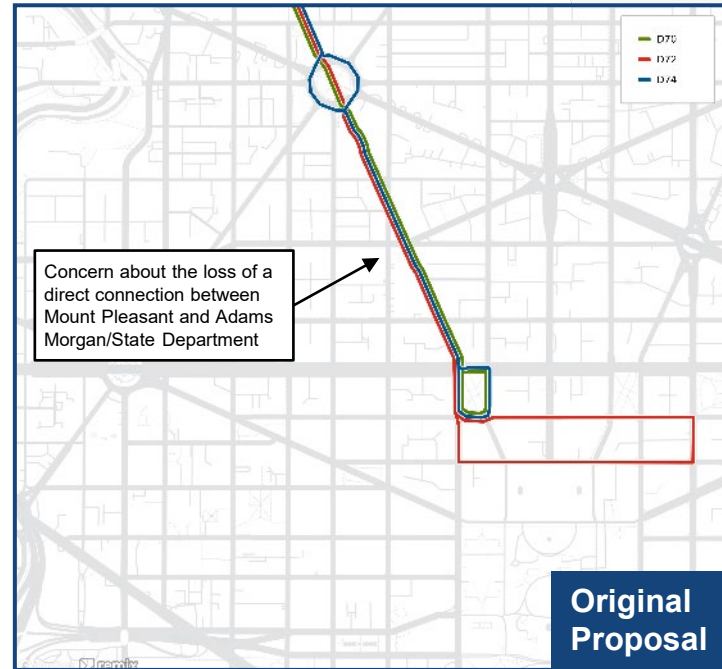
There is greater density along Stanton Road versus Pomeroy. The bus could be routed along Stanton instead of Pomeroy and still end up in the same place.

Example of How We Incorporated Feedback to Build a Better Bus Network in DC

- Connects people to where they want to go
 - Provides connections along New Hampshire Ave not present in the previous network proposal
 - Restores connection to State Department from Foggy Bottom and points north

Dupont Circle/New Hampshire

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



Great connection for some major residential areas (Adams Morgan, Petworth, etc.) that didn't have great connectivity before. But again, miss the 42/43 connection to Foggy Bottom / State Department.

Please ensure the D72 or D74 makes stops at GWU/Western Market, State Department, and Kennedy Center as I and many others rely on the current 42/43 lines to commute to work each day.

Appendix: Revised Routes in Maryland

Changing Providers to Build a Better Bus Network in Maryland



- **Approach:** Partnered with RideOn and TheBus to align service, improve operations, and increase consistency and legibility for customers.
- **Outcome:** Changing providers on specific streets/routes, while maintaining each provider's existing service hours

Montgomery County



Operate M22 (L8) & M82 (T2) service (including Saturdays & Sundays)

Operate all service in Randolph Rd. corridor, currently shared between Metrobus route C8 and Ride-On Route 10



Operate all service in the Veirs Mill corridor to be integrated into their future FLASH BRT service (Veirs Mill corridor service will no longer continue into the Georgia Avenue corridor)

Prince George's County



Operate higher frequency service in the Baltimore Ave., Riggs Rd., MLK Jr. Hwy., Greenbelt-New Carrollton and Deanwood-Camp Springs corridors

Add weekend service in Laurel



Operate improved local service in Bowie, Glen Dale, Springdale, Walker Mill, Hillcrest Heights, Clinton and Friendly areas.

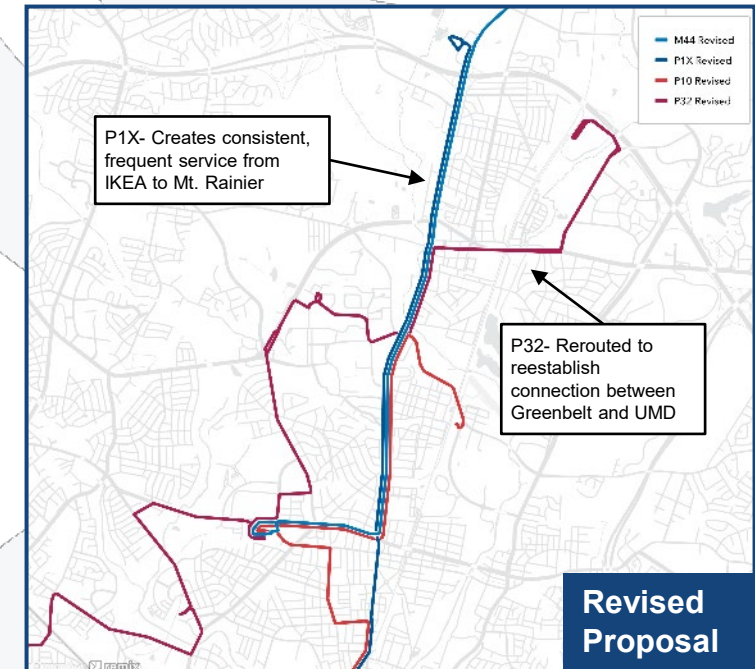
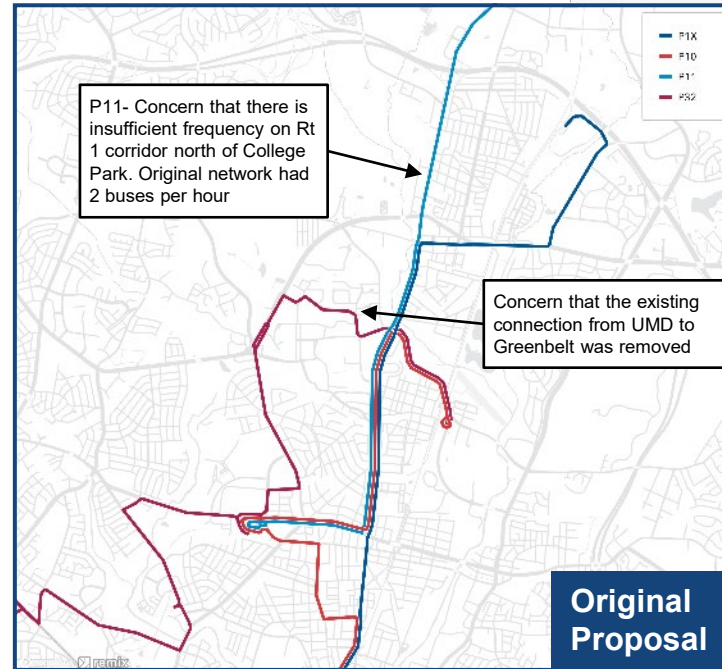


Example of How We Incorporated Feedback to Build a Better Bus Network in Maryland

- Frequent, consistent service
 - Reroutes P1X and P32 to provide more frequent service on Route 1 north of MD 193
- Connects people to where they want to go
 - Restores connection between Greenbelt and University of Maryland

Route 1 Corridor: Hyattsville, College Park

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



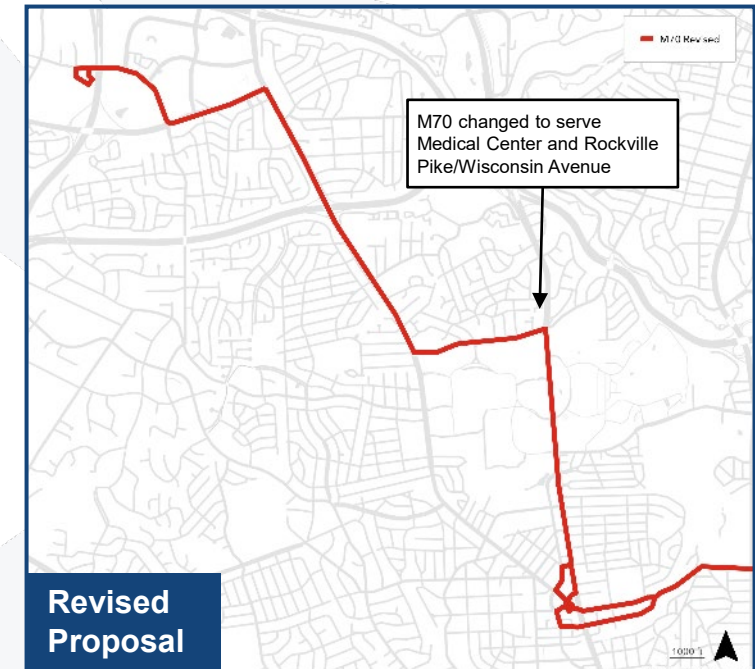
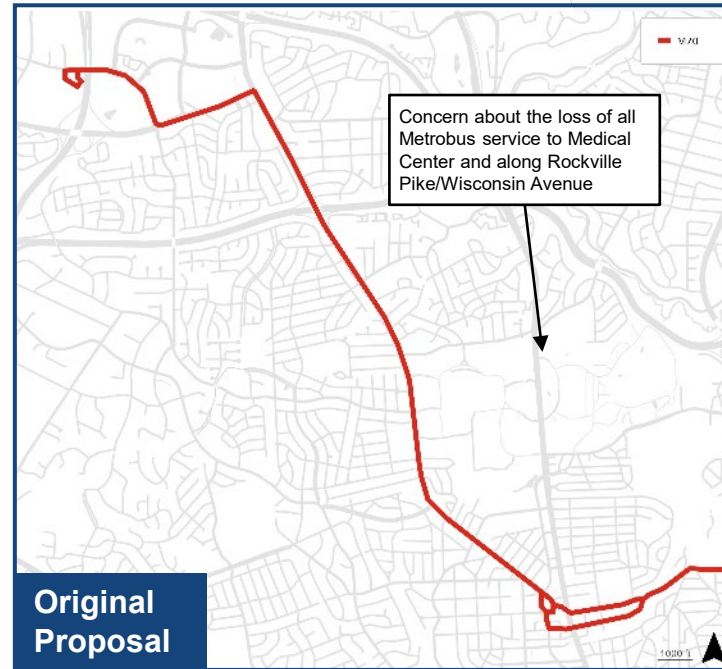
“This bus route needs to be more frequent to be useful. It will be considerable UMD student community living on Baltimore Avenue between 7300 and 8700 blocks to travel up and down Baltimore Avenue to shopping, eating and other destinations.”

Example of How We Incorporated Feedback to Build a Better Bus Network in Maryland

- Connects people to where they want to go
 - Restores connection to Medical Center Metro station
 - Contingent on installation of a redesigned signal along route to allow buses to make left turns at all times
 - If the signal cannot be adjusted in time for Year 1 implementation, we will use the original proposed alignment

Medical Center

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



Please save my local bus stop. I use the J2 to connect from East Bethesda to the Bethesda and Medical Center metros. Bring back bus service to Wisconsin Ave!

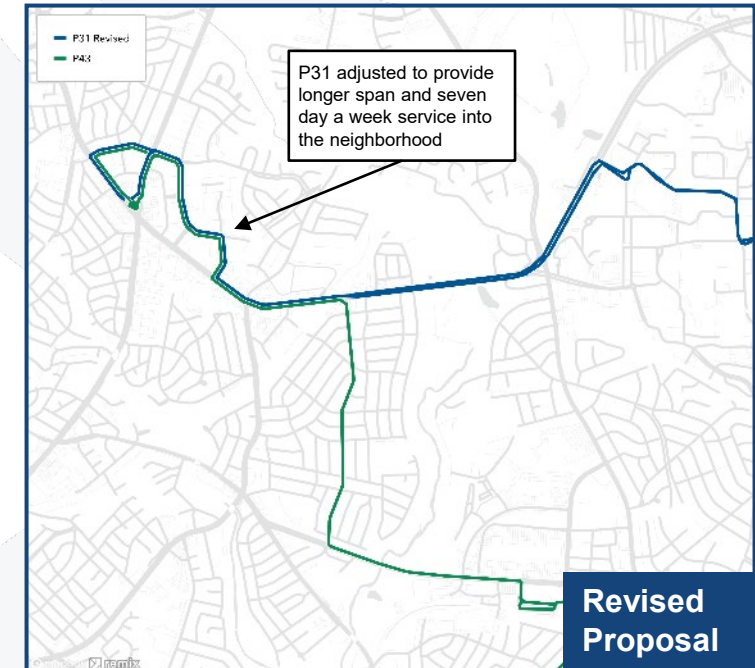
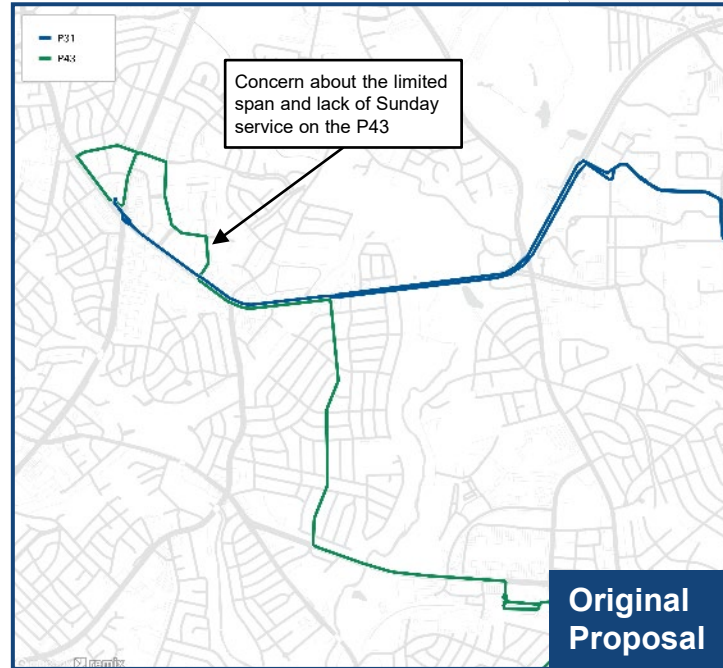
You are eliminating the J2 route which runs along a major street and provides a quick connection to Bethesda Metro Station and Silver Spring. The new route will be of no use for those of use who commute downtown from the eastern side of Bethesda or commute from Silver Spring to NIH.

Example of How We Incorporated Feedback to Build a Better Bus Network in Maryland

- Frequent, consistent service
 - Ensures that all segments of the existing F8 that are served in the new network continue to have seven day a week service with adequate span

Langley Park

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



This bus needs to run on Sundays and after 7:30 pm on weekdays. People are still commuting home from work at 7:30pm on weekdays.



The P43 does not operate on Sundays, which kills the existing F8 services on Sundays. Metro should operate this service at a frequency of at least the same as the current F8 route on Sundays.

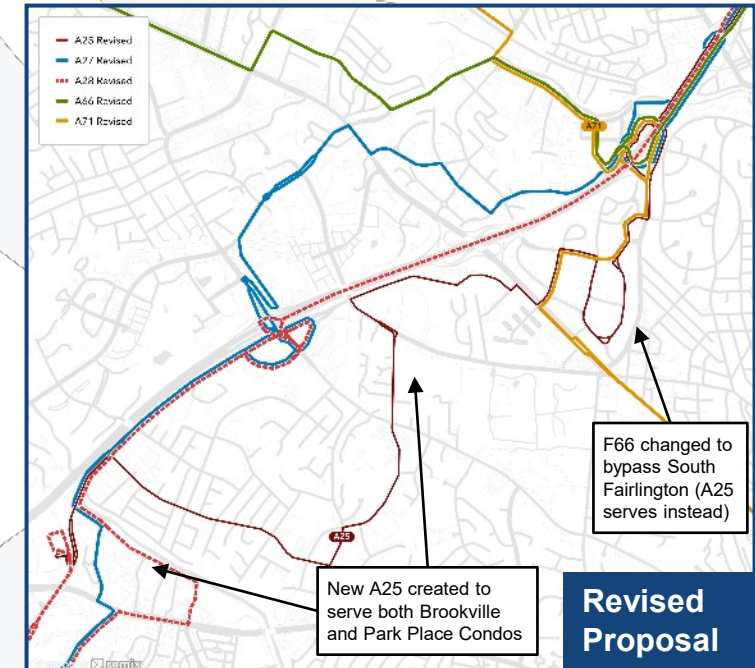
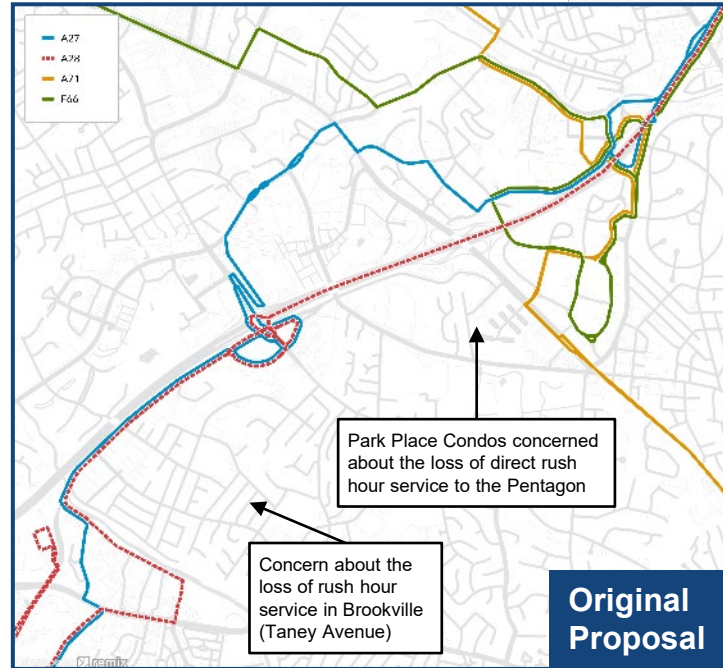
Appendix: Revised Routes in Virginia

Example of How We Incorporated Feedback to Build a Better Bus Network in Virginia

- Connects people to where they want to go
 - Preserves rush hour service in Brookville along Taney Ave, Park Place Condos, and South Fairlington
- Easy to understand
 - Consolidates and streamlines service between Shirlington and South Fairlington

Alexandria/Fairlington

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



“This plan is leaving my neighborhood high and dry. I live in Parkfairfax, VA, and my multifamily neighborhood is having its service taken away with no replacement.”

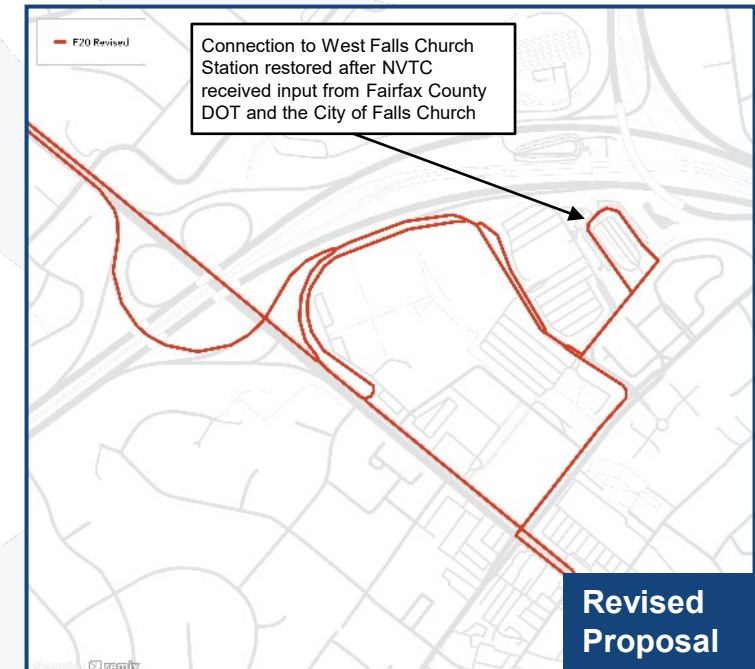
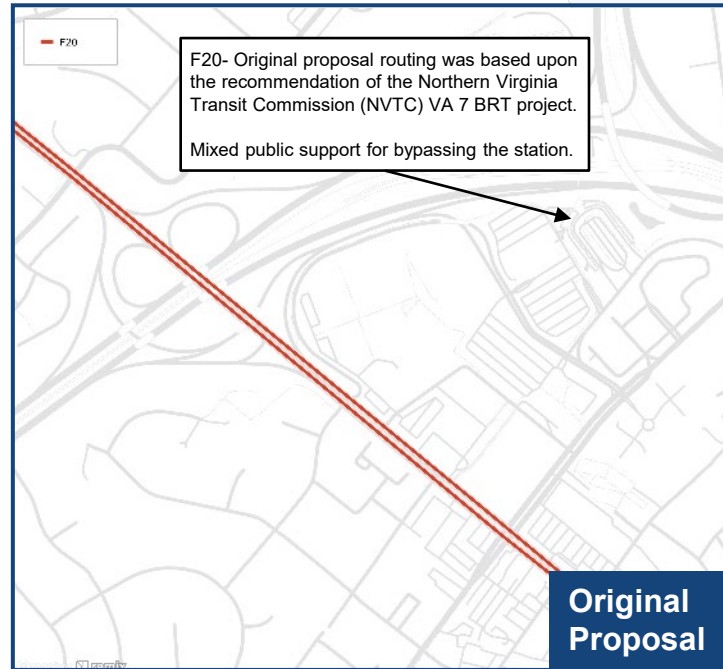
“Cutting the stop across from Park Place condos cuts off a building with over 400 units from efficient access to the Pentagon and its metro stop. The closest stop on the proposed route is over a 15-min walk away. I have mobility issues and cannot do that walk as part of a daily commute.”

Example of How We Incorporated Feedback to Build a Better Bus Network in Virginia

- Connects people to where they want to go
 - Restores connection into West Falls Church Station and surrounding development

West Falls Church

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



My family and I use this bus to get to west falls Church Metro several times a month. We like that it stops there. It would be inconvenient for us to skip it.

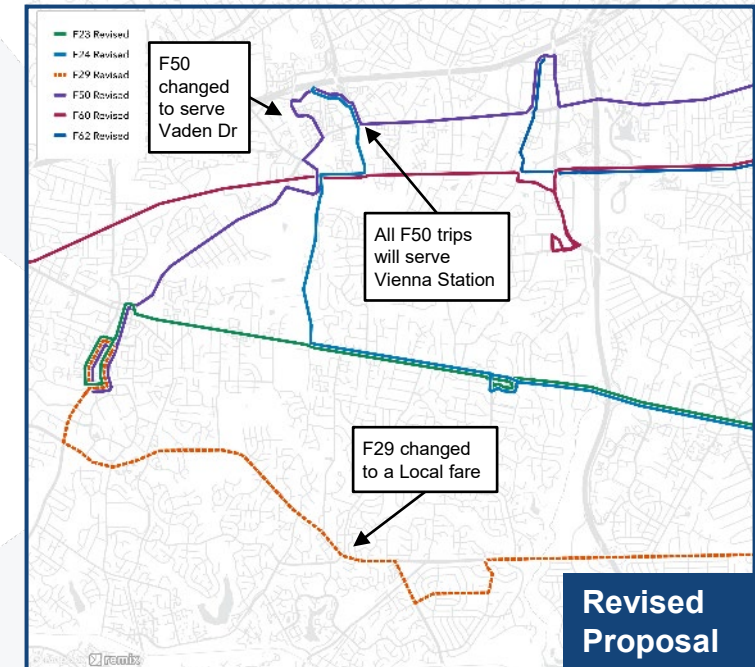
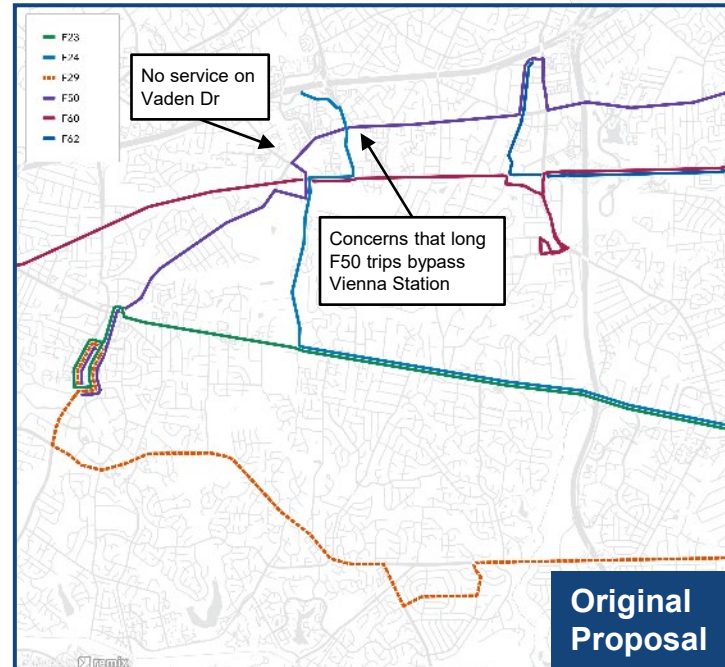
I do not think getting rid of the West Falls Church stop is a good idea. I rely on this bus route to connect to the West Falls Church metro for my commute. Without this stop, there isn't a connection to West Falls Church besides driving, which is not a viable option for everyone.

Example of How We Incorporated Feedback to Build a Better Bus Network in Virginia

- Connects people to where they want to go
 - Maintains service along Vaden Dr to the Fairlee neighborhood and the Jim Scott (Providence) Community Center
 - Maintains rush-hour service at Fairview Park Office Complex

Fairfax County

Only a subset of routes that are proposed to operate in this area are shown in the maps below..



Please send buses to Providence Community Center. Seniors and kids would benefit having a bus every 30 minutes to/from Vienna/Dunn Loring.

I rely on the current 1B route from Dunn Loring to get to my office on Fairview Park Drive 4x a week. It's already a long walk between stops out in Virginia. The proposed 2025 Network is making the walk for the nearest stop to my office even longer.

SUBJECT: APPROVAL OF NEW METROBUS NETWORK

RESOLUTION
OF THE
BOARD OF DIRECTORS
OF THE
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

WHEREAS, Compact Section 60 provides that service performed by transit facilities owned or controlled by WMATA shall be subject to the sole and exclusive jurisdiction of the Board of Directors; and

WHEREAS, WMATA's existing bus network has not undergone a comprehensive review since 1973, when WMATA acquired the D.C. Transit System, Incorporated, the Washington, Virginia and Maryland Coach Company, the Alexandria, Barcroft and Washington Transit Company, and the WMA Transit Company; and

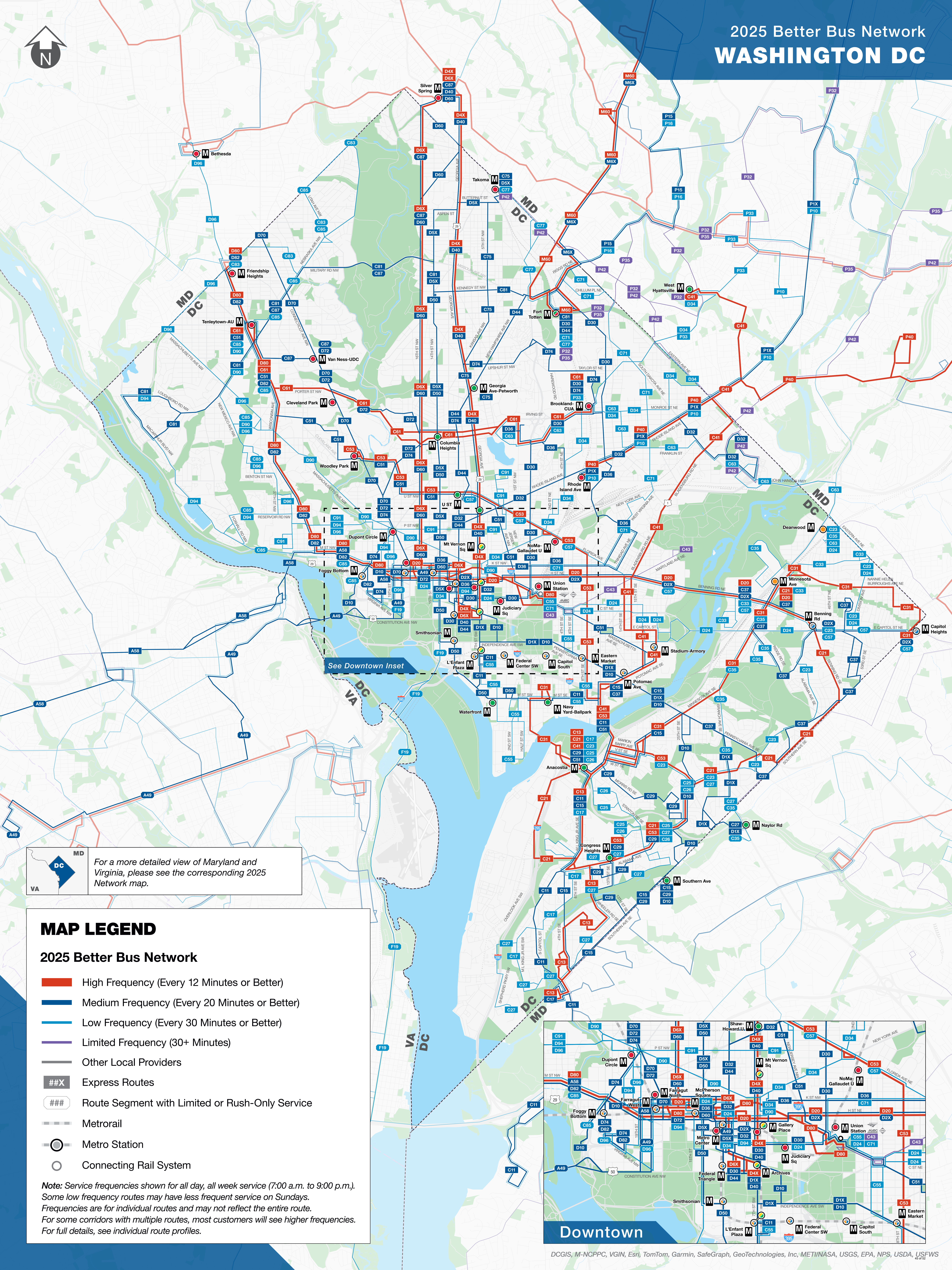
WHEREAS, Pursuant to Resolution 2022-25, staff has performed a comprehensive review of WMATA's existing bus network and designed a new and improved bus network to modernize WMATA's network and provide for optimal and effective use of WMATA resources; and

WHEREAS, In June 2010, the Board adopted a $\frac{3}{4}$ mile zone from fixed-route service for the provision of MetroAccess service (Res. 2010-31); and

WHEREAS, The new bus network developed in accordance with the Bus Service Guidelines adopted by Resolution 2020-43 and the Guidelines for Bus Stop Design, Information and Placement adopted by Resolution 2010-15 as amended by Resolution 2014-21, is set forth in Attachment A (including three overview maps) and the 125 route-level maps on WMATA's website incorporated by reference into this Resolution; and

WHEREAS, Pursuant to the Public Participation Plan, the Board held public hearings on June 12, 18, 20, 24, and 26, 2024, regarding the proposed bus service changes as well as a public outreach for Title VI equity analysis; and

WHEREAS, Following the public hearings and public participation process, staff prepared an Engagement Summary prepared under the Public Participation Plan (Attachment B) and Title VI equity analysis (Attachment C) on the proposed bus service changes, which showed that the proposed changes do not result in a disparate impact on minority populations or a disproportionate burden on low-income populations;



MD **DC** **VA**
For a more detailed view of Maryland and Virginia, please see the corresponding 2025 Network map.

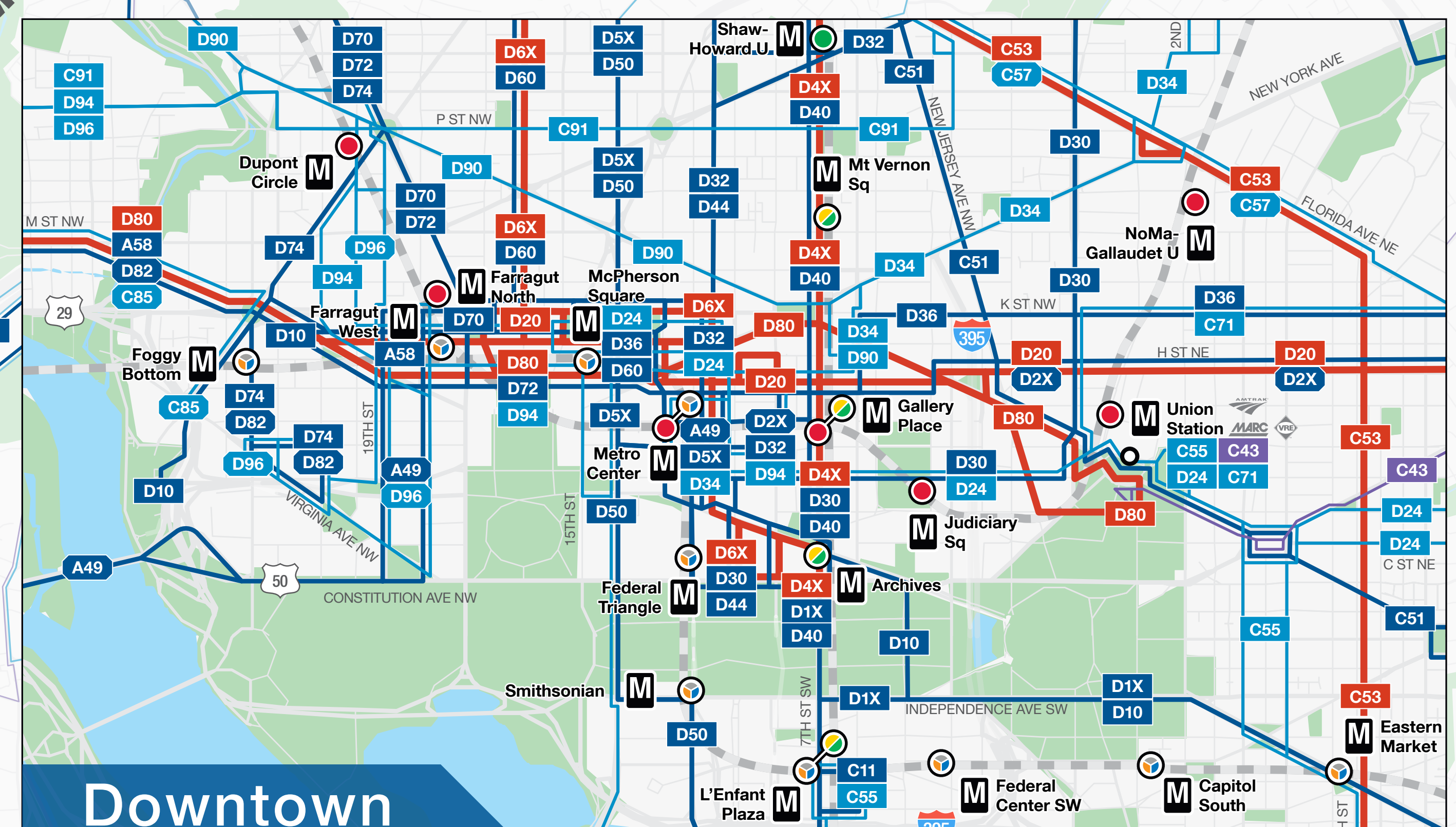
MAP LEGEND

2025 Better Bus Network

- High Frequency (Every 12 Minutes or Better)
- Medium Frequency (Every 20 Minutes or Better)
- Low Frequency (Every 30 Minutes or Better)
- Limited Frequency (30+ Minutes)
- Other Local Providers
- ##X** Express Routes
- ###** Route Segment with Limited or Rush-Only Service
- Metrorail
- Metro Station
- Connecting Rail System

Note: Service frequencies shown for all day, all week service (7:00 a.m. to 9:00 p.m.). Some low frequency routes may have less frequent service on Sundays. Frequencies are for individual routes and may not reflect the entire route. For some corridors with multiple routes, most customers will see higher frequencies. For full details, see individual route profiles.

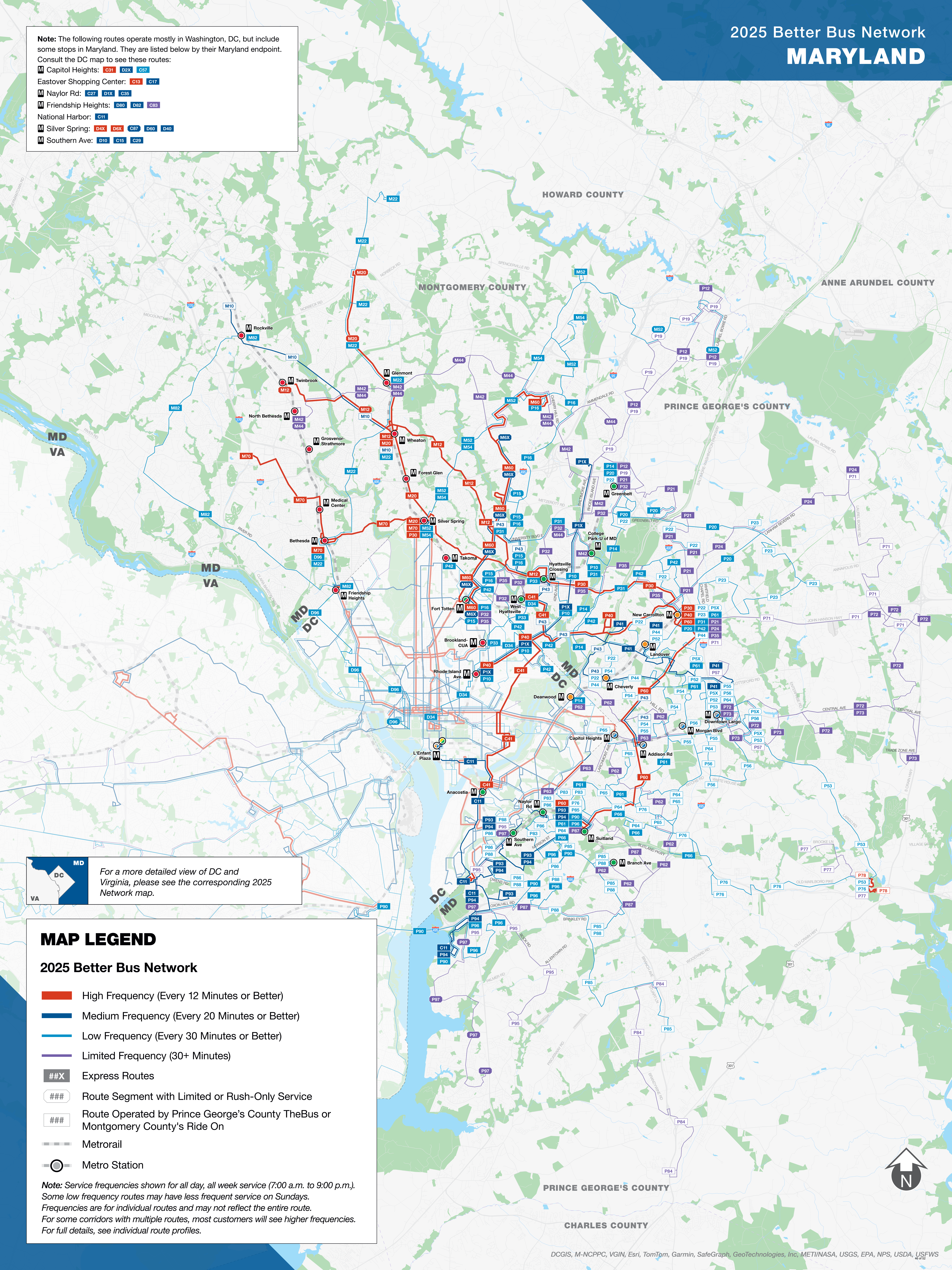
See Downtown Inset

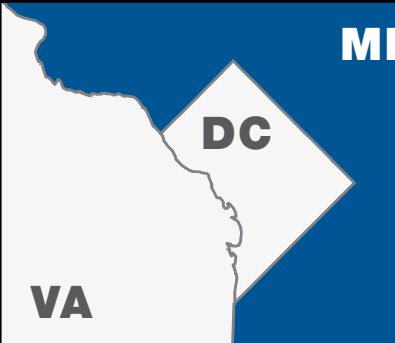


Downtown

Note: The following routes operate mostly in Washington, DC, but include some stops in Maryland. They are listed below by their Maryland endpoint. Consult the DC map to see these routes:

- M** Capitol Heights: C31 D2X C57
- M** Eastover Shopping Center: C13 C17
- M** Naylor Rd: C27 D1X C35
- M** Friendship Heights: D80 D82 C83
- M** National Harbor: C11
- M** Silver Spring: D4X D6X C87 D60 D40
- M** Southern Ave: D10 C15 C29



 For a more detailed view of DC and Virginia, please see the corresponding 2025 Network map.

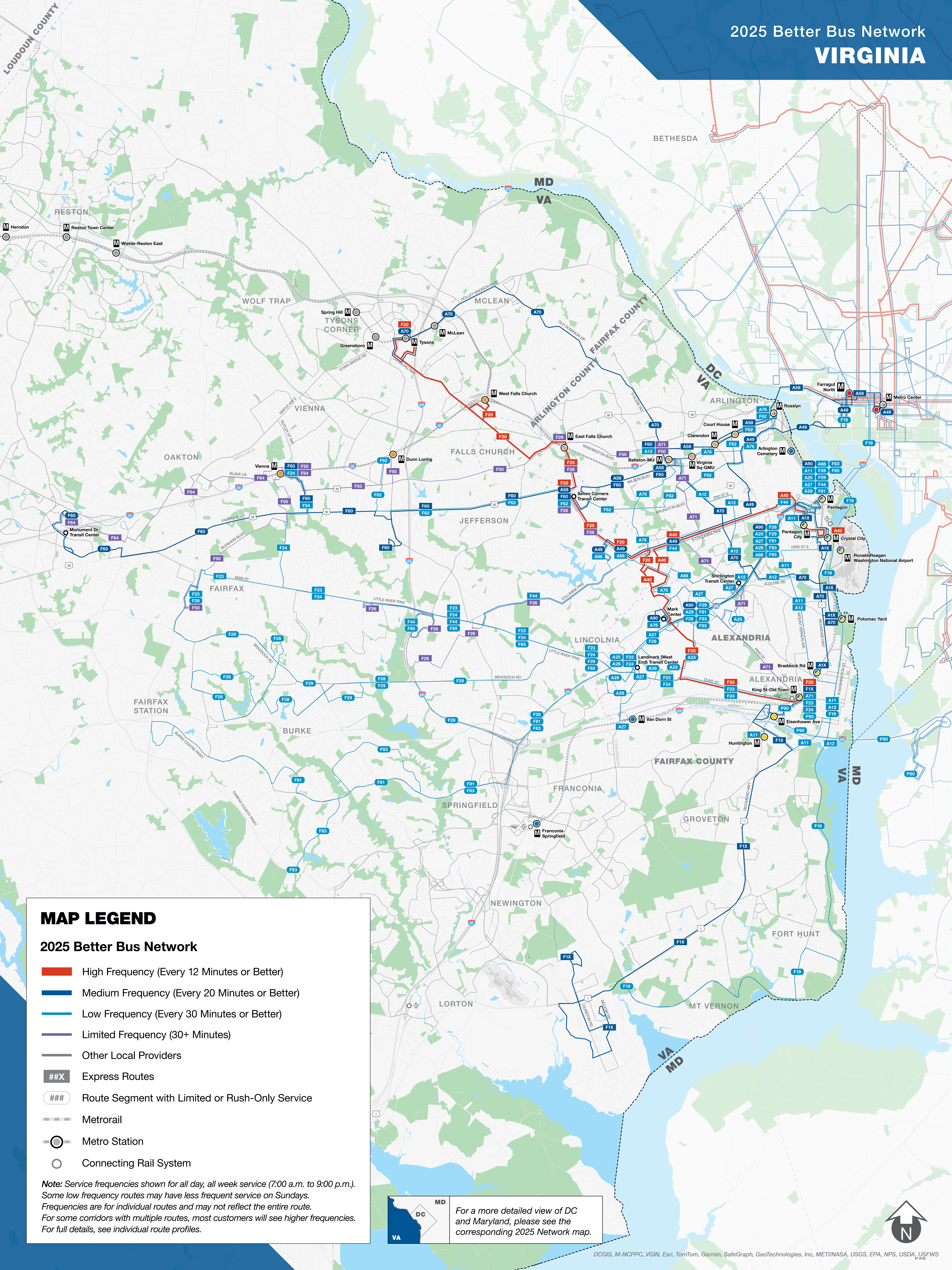
MAP LEGEND

2025 Better Bus Network

- High Frequency (Every 12 Minutes or Better)
- Medium Frequency (Every 20 Minutes or Better)
- Low Frequency (Every 30 Minutes or Better)
- Limited Frequency (30+ Minutes)
- ##X Express Routes
- ### Route Segment with Limited or Rush-Only Service
- ### Route Operated by Prince George's County TheBus or Montgomery County's Ride On
- Metrorail
- Metro Station

Note: Service frequencies shown for all day, all week service (7:00 a.m. to 9:00 p.m.). Some low frequency routes may have less frequent service on Sundays. Frequencies are for individual routes and may not reflect the entire route. For some corridors with multiple routes, most customers will see higher frequencies. For full details, see individual route profiles.



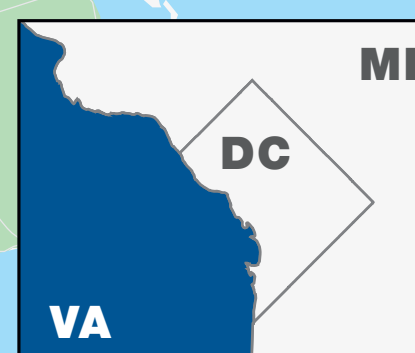


MAP LEGEND

2025 Better Bus Network

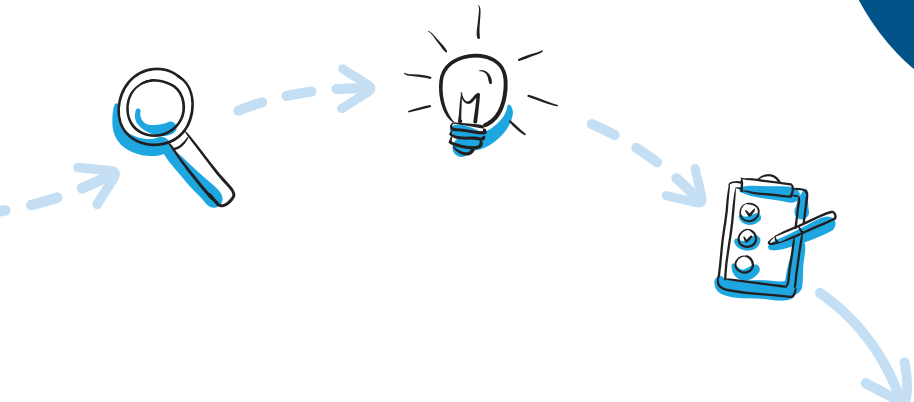
- █ High Frequency (Every 12 Minutes or Better)
- █ Medium Frequency (Every 20 Minutes or Better)
- █ Low Frequency (Every 30 Minutes or Better)
- █ Limited Frequency (30+ Minutes)
- █ Other Local Providers
- ##X Express Routes
- ### Route Segment with Limited or Rush-Only Service
- Metrorail
- Metro Station
- Connecting Rail System

Note: Service frequencies shown for all day, all week service (7:00 a.m. to 9:00 p.m.). Some low frequency routes may have less frequent service on Sundays. Frequencies are for individual routes and may not reflect the entire route. For some corridors with multiple routes, most customers will see higher frequencies. For full details, see individual route profiles.



For a more detailed view of DC and Maryland, please see the corresponding 2025 Network map.





Network Redesign

Title VI Equity Analysis

Attachment C
Title VI Equity Analysis – Metrobus Service Changes
Better Bus Network Redesign

I. Background

The Federal Transit Administration (FTA) requires that transit agencies conduct an equity analysis to determine whether proposed permanent major service changes or fare changes will result in a disparate impact (DI) to minority customers or a disproportionate burden (DB) to low-income customers (FTA Circular 4702.1B). This requirement stems from the Civil Rights Act of 1964 which states that, “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” The purpose of the analysis is to determine whether the adverse effects of proposed major service changes or fare changes are disproportionately borne by minority or low-income customers, and alternatively, whether the positive benefits of proposed major service changes or fare changes are disproportionately received by non-minority and non-low-income customers. Such a finding is known as a disparate impact (DI) to minority customers or a disproportionate burden (DB) to low-income customers.

II. Overview

This report summarizes the results of an equity analysis for low-income and minority populations who may be impacted by major Metrobus bus service changes proposed in the Better Bus Network Redesign. The analysis does not show a potential disparate impact on minority populations or a disproportionate burden on low-income populations.

III. Title VI Analysis

A. Data Sources and Methods

Service equity analyses are conducted on service reductions and service increases separately. The analysis is conducted separately for each mode, Metrorail and Metrobus, at the systemwide level.

In December 2023, Metro adopted a new Title VI approach to assess service changes associated with the Network Redesign as part of the Authority’s Title VI Program Update.¹ Instead of looking at difference in treatment using an impacted customers method, the analysis looks at the change in service levels for minority and low-income residents of each Census Block Group. The cumulative number of impacted minority and low-income residents is calculated as a percentage of all impacted residents and compared to the service area average.

¹ Metro Board Res. 2023-39, adopted December 14, 2023

The difference in these percentages is then compared to the corresponding disparate impact and disproportionate burden thresholds to determine if there is a potential disparate impact or disproportionate burden. As part of the 2023 Title VI Program Update, Metro’s Board of Directors established a threshold for potential DI and DB treatment for service changes made as part of the Network Redesign. There is a potential DI or DB if the percentage of minority or low-income residents impacted by the changes exceeds the service area percentage of minority/low-income residents by more than the applicable threshold percentage shown below. The threshold is determined by the total number of residents impacted.

Table One: DI/DB Service Thresholds – Bus Network Redesign

Total Residents Impacted	Threshold for Significant Disparity
Up to 10,000	8%
10,001 to 20,000	7%
20,001 to 40,000	6%
Over 40,000	5%

B. Major Service Changes

Metro’s Board of Directors also established definitions for major service changes for the Network Redesign in the 2023 Title VI Program Update. These include changes of one hour or more in the span of service or a change of more than five percent in the number of scheduled buses for a given Census Block Group. The equity analysis uses these definitions to determine which residents are impacted by service changes, as only major service changes are analyzed under Title VI rules. Note that that definition applies to changes in Metrobus service levels only. In some cases, local operators will assume service currently provided by Metrobus, meaning that the residents in that Census Block Group will continue to have bus service even though they may have a major service decrease in terms of Metrobus service.

Staff analyzed service levels for approximately 3,600 Census Block Groups that either currently have or will have Metrobus service as part of the Network Redesign. Approximately 800 Block Groups will see a major service increase and approximately 500 Block Groups will see a major service decrease in the number of scheduled Metrobuses on weekdays.

C. Results of Analysis – Bus Service Changes

The bus service changes provide a significant increase in service to minority and low-income residents. However, in order to implement these beneficial service changes, some service will have to be reduced; therefore, some residents will be negatively impacted. For example, at some places in the Network, service was straightened to

provide faster, more direct service for more customers, which required realigning service in some Census Block Groups. In the Title VI analysis, this realignment would show up as a service reduction even if the net effect is more direct service for customers. This analysis looks at both the demographics of those residents who will benefit from improved service and those who will be adversely impacted from service reductions to see if minority or low-income residents will be disproportionately denied the benefits of Metrobus service.

a. Bus Service Increases

Using US Census data, Metro staff calculated the percentage of minority and low-income residents benefiting from the proposal. In accordance with Metro’s Title VI Program, staff then compared that percentage to the service area for Metrobus (65.7 percent minority; 22.4 percent low-income). The average daily number of impacted residents is more than 40,000; therefore, the threshold for a finding of potential DI/DB is five percent. Note, the threshold is shown as a negative number because the analysis focuses on benefiting residents. The proposal can benefit a *lower* percentage of minority or low-income residents up to the threshold before there is a finding of potential DI or DB.

Table Two: DI/DB Test, Metrobus Service Increases

	Minority Impacted Residents	Low-Income Impacted Residents
Impacted Ratio	64.97%	21.81%
Service Area	65.72%	22.43%
Difference	-0.76%	-0.62%
Threshold	-5.00%	-5.00%
DI or DB	No	No

As shown in Table Two, the proposal benefits a somewhat lower proportion of minority and low-income residents than the service area average; however, this difference is below the corresponding DI/DB thresholds. Therefore, there is not a DI for minority or DB for low-income residents.

b. Bus Service Reductions

In order to implement the service increases, some residents will see a reduction in Metrobus service levels. The analysis reviews the impact to minority and low-income residents. The number of impacted residents is more than 40,000; therefore, the threshold for a finding of potential DI/DB is five percent.

Table Three: DI/DB Test, Metrobus Service Reductions

	Minority Impacted Residents	Low-Income Impacted Residents
Impacted Ratio	70.62%	20.29%
Service Area	65.72%	22.43%
Difference	4.89%	-2.13%
Threshold	5.00%	5.00%
DI or DB	No	No

As shown in Table Three, the proposal impacts a higher proportion of minority residents than the service area average. However, this difference (of 4.89 percent) is below the 5.00 percent threshold. Therefore, there is not a DI for minority customers. The proposal adversely impacts a lower percentage of low-income residents than the service area average. Therefore, there is not a DB for low-income residents.

Supplemental Analysis – Bus Service Reductions

As previously discussed, in some cases, local operators will assume service currently provided by Metrobus. This change in operators is counted as a reduction to *Metrobus* service when in reality these residents will continue to have bus service. In order to ensure that these changes do not cause disparate treatment when looked at more broadly, staff analyzed the net remaining service reductions proposed for the Year One Network that includes these shifts in service provider. Table Four summarizes the results.

Table Four: Combined Operator Service Reductions

	Minority Impacted Residents	Low-Income Impacted Residents
Impacted Ratio	67.53%	20.04%
Service Area	66.44%	22.28%
Difference	1.08%	-2.24%
Threshold	5.00%	5.00%
DI or DB	No	No

As shown, when accounting for service maintained by local operators, the proposal impacts minority residents approximately 1.1 percent more than the service area average, and approximately 2.2 percent less than the service area average for low-income residents.