

Better Bus Network Redesign

Safety and Operations Committee



Your Metro, the Way Forward

Better Bus Network Redesign



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.

Current and Potential Customers Want Frequent and Reliable Service

People across the region told us their priorities for bus service

Current Customers

Shorter wait times



Reliable Service



Buses that get me where I need to go



Potential Customers

Shorter wait times



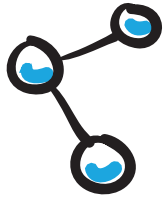
Reliable Service



Quick & Easy Transfers



Strategic Approach to a Better Bus Network



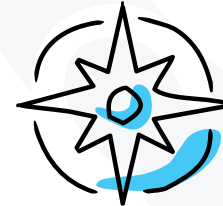
**Better
connect
people to
where they
want to go**



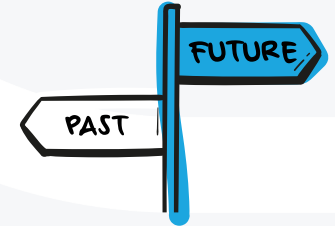
**Provide more
frequent,
consistent
bus service**



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



**Make bus
service easier
to understand**



**Prepare us for
the future**

Metro has Built a Data Driven, Customer Responsive Better Bus Network

- Bus and rail ridership
- Metrobus annual performance FY19-23
- TheBus performance data
- Data on all regional trips in CY19 and CY22
- Comments from Phases 1 and 2 (priorities and Visionary network)
- COG population and job data
- Metrobus passenger survey (2018)
- Census and American Community Survey



Summary of Spring 2024 Engagement



81 events

3 Discovery Days

(Workshops and Public Hearing)

29 Bus Ride-Alongs

13 Pop-ups

3 Youth Focus Groups

25 Briefings and Partner-Organized Events
(In Person and Virtual)

2 Virtual Public Hearings... and more!



nearly 5% of daily ridership

15,500
interactions
(32% non-English)
with customers at
40 Metro-Led in-person events

7,700

“quality interactions”
of 30+ seconds
(included in total above)

13,000+
route comments

260+

**Metro employees at
3 Coffee Chat events**

120+

**bus operations staff
at 10 Listening Sessions**

From Proposed to Final: Public and Stakeholder Input Is Integral in Revising the Network

- Metro reviewed all 13,000+ comments
- Used to better address customer needs and concerns, while still working towards project's goal
- Ongoing efforts focused on:
 - Addressing as many major customer concerns as possible:
 - Revisions that advance project regional connectivity, customer and operator experience, and equity
 - Revisions where data shows changes are warranted
 - Carrying over existing proposals where:
 - Data re-affirm the proposed alignment change, service reduction, or elimination
 - Changes create unsafe operating conditions due to street geometry
 - Comments conflict with one another
 - Changes aren't possible due to resource constraints



40%

Were About Where
it Goes (the
route alignment)



25%

Were About
Frequency and
Span



10%

Were About Where
it stops (Bus stop
locations)

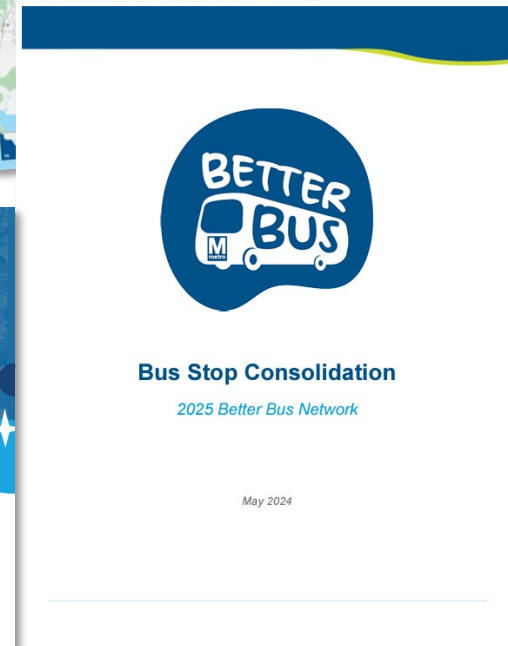
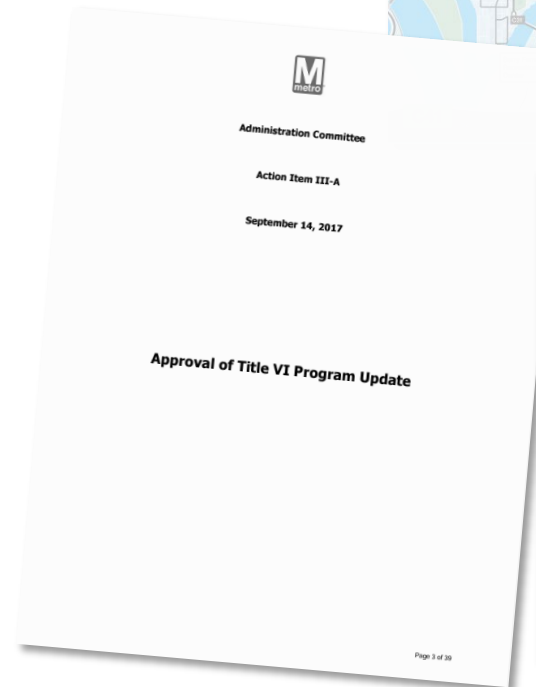
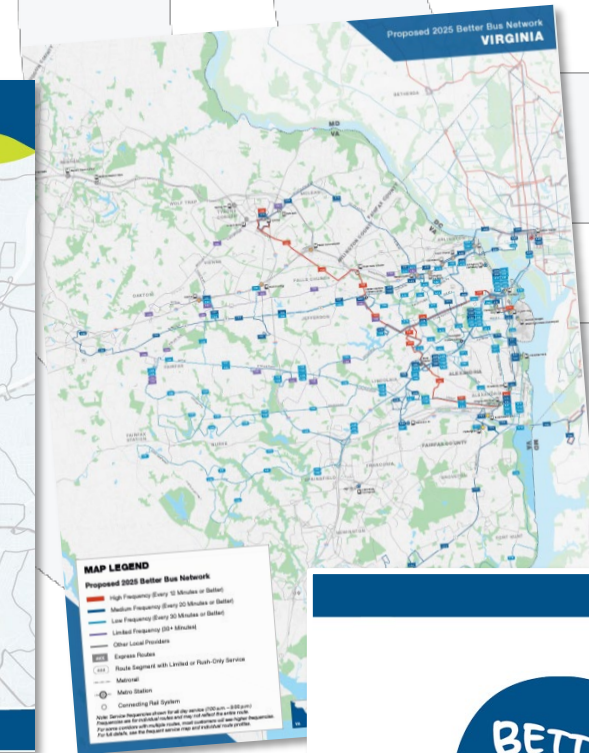
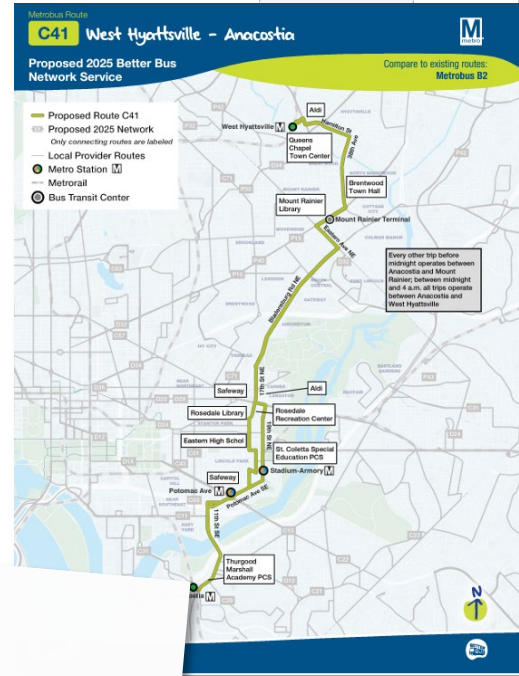


25%

Were About
Another Topic

Next Steps

Return to Board in November to adopt
2025 Better Bus Network



Appendix: Examples from Draft Revised Network

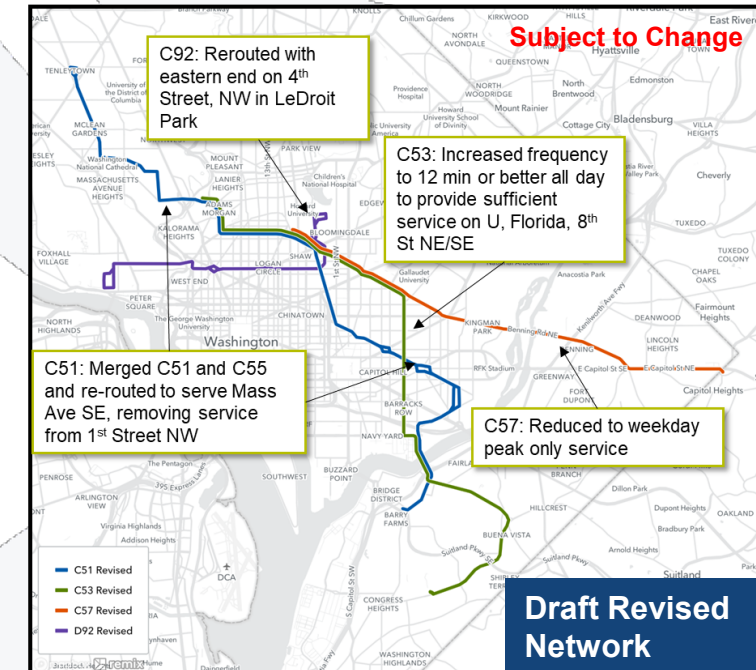
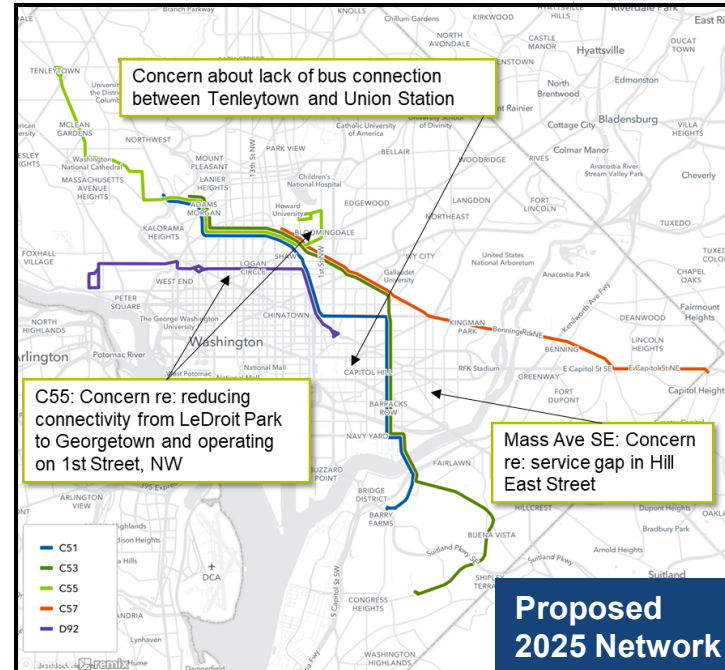
Example of How Feedback is Helping us Build a Better Bus Network in DC

- 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 down North Capital (high volume artery) or 2nd St. NW (less traffic). First St. has frequent ambulances and is a major bike route.”

Washington Metropolitan Area Transit Authority

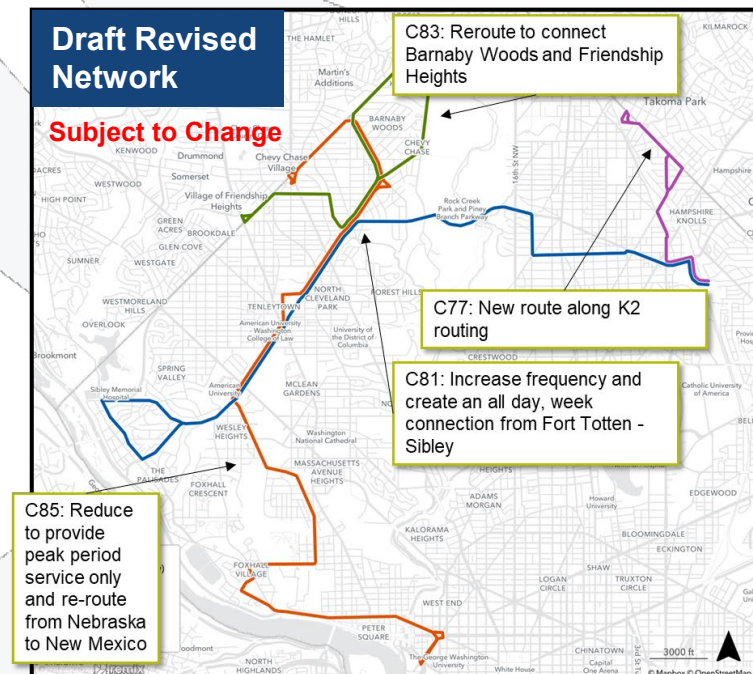
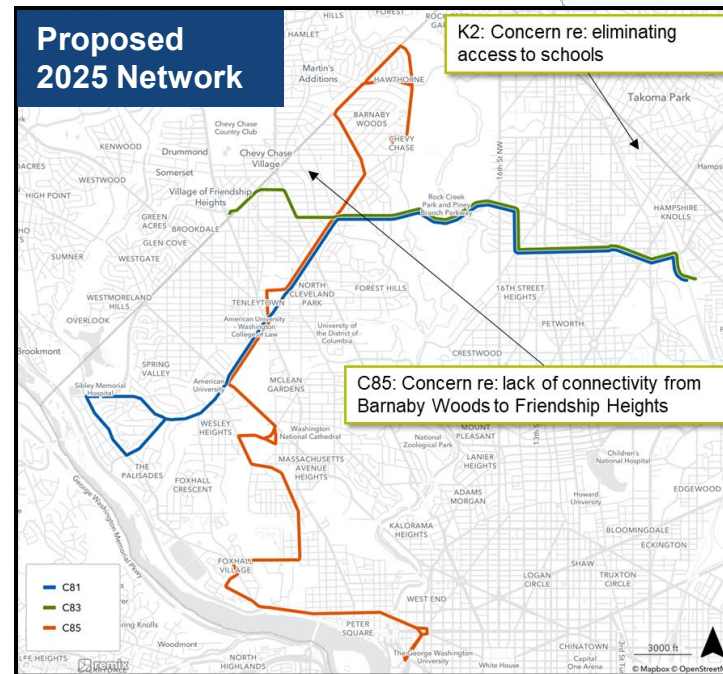
Example of How Feedback is Helping us Build a Better Bus Network in DC

- 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”

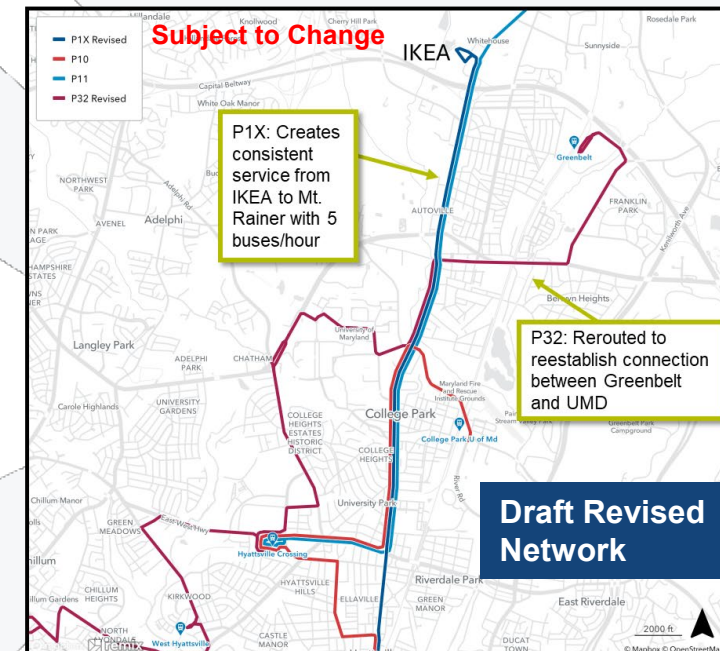
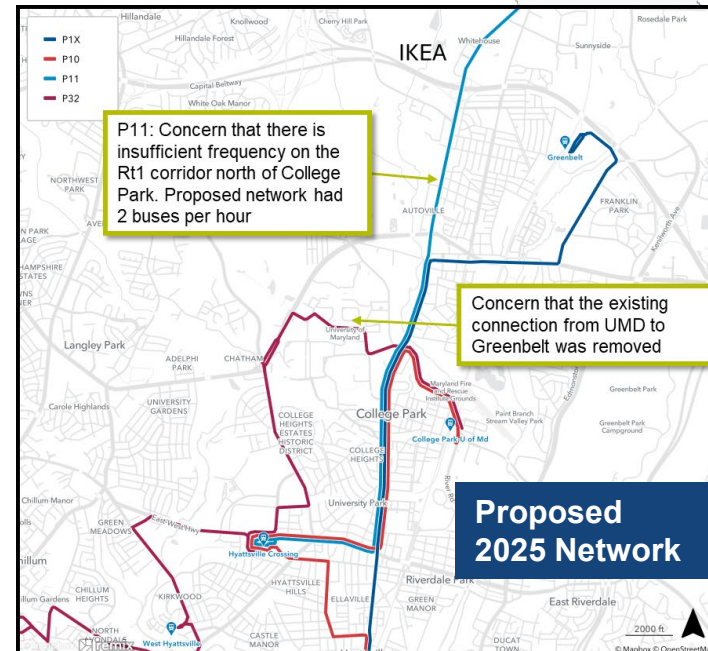
“The current route on McKinley St. is a major factor for our ability to age in place, allowing us to rely on public transportation for basically all of our needs.”

Example of How Feedback is Helping us 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.



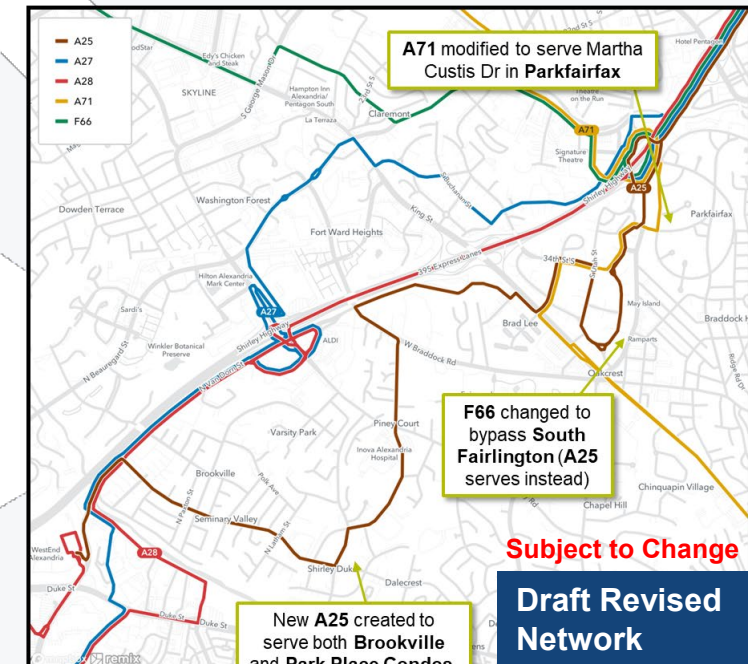
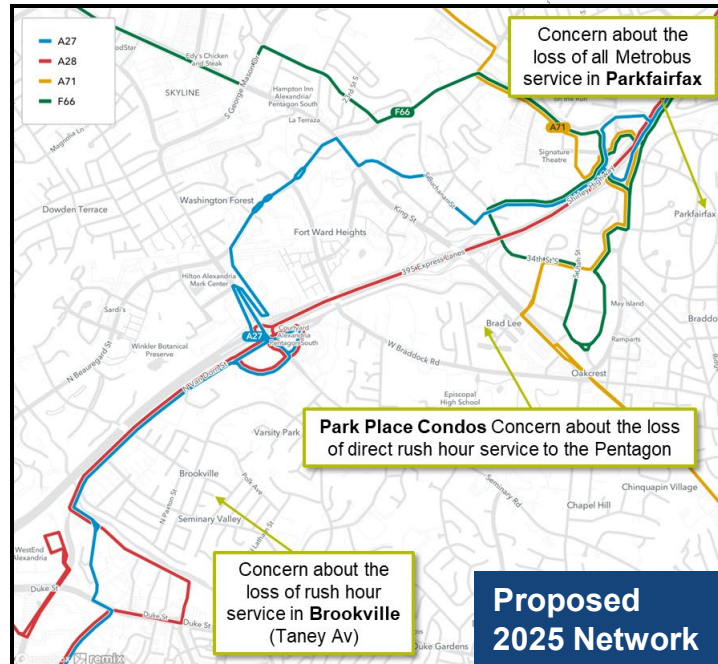
"This bus route needs to be more frequent to be useful. It will be considerable UMD student community living on Baltimore Avenue between 7300 and 8700 blocks to travel up and down Baltimore Avenue to shopping, eating and other destinations."

Example of How Feedback is Helping us Build a Better Bus Network in Virginia

- Frequent, consistent service
 - Maintains all day/week service in Parkfairfax
- 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."

Other Associated Items

Stop Consolidation

Spring 2024 Proposed: Eliminate 600+ 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 keep certain stops; staff reviewing

Revised Network: Will incorporate final list of stops for elimination as part of 2025 Better Bus Network

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: Will incorporate route names as part of 2025 Better Bus Network