

Approval of 2025 Better Bus Network

Media Briefing



Now is the Time to Redesign the Bus Network

Buses are a major part of the region's transportation network, providing transit service when and where people want to travel and complementing the rail network



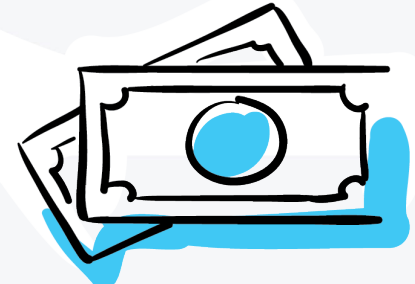
***Our region
is growing***



***People's travel
patterns are
changing***

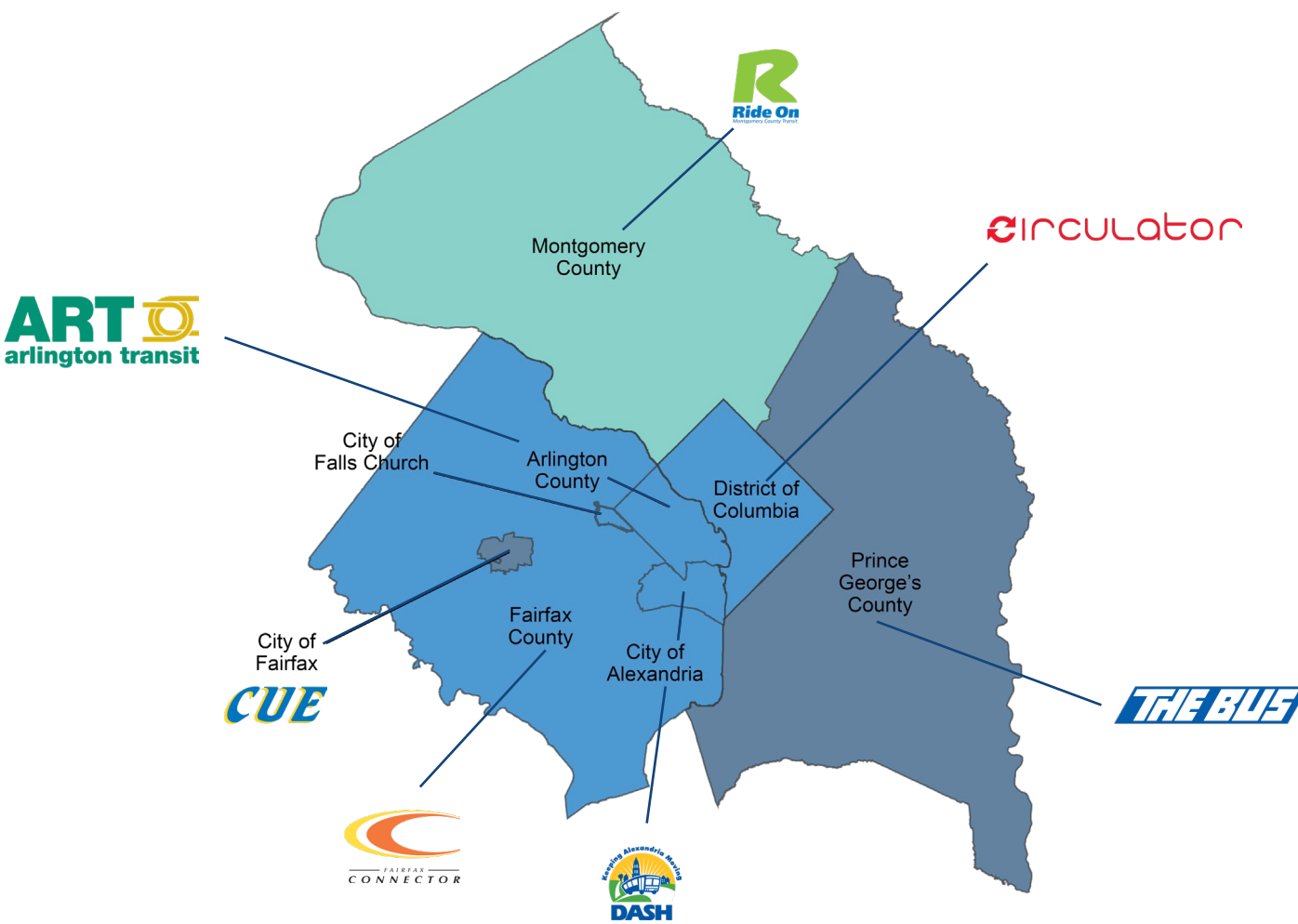


***Need to prioritize
the customer
experience***



***Need to use limited
resources
efficiently***

Our Partnership with Local Bus Providers

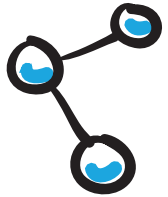


Metro worked collaboratively with each jurisdiction to design or enhance effectiveness of local bus service

Legend

- Evaluate both Metrobus and Local Provider
- Evaluate Metrobus only
- Other

Strategic Approach to a Better Bus Network



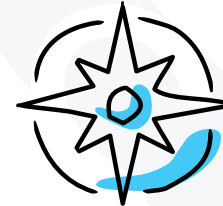
**Better
connect
people to
where they
want to go**



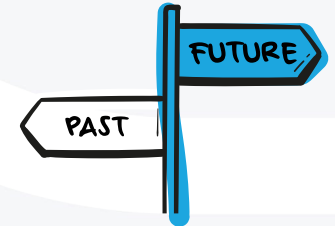
**Provide more
frequent,
consistent
bus service**



**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



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



63

Bus Ride-alongs

60

Pop-Ups & Bus Stop Chats

8

Public Workshops

120+

Briefings



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

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

111,000+ unique website visitors

3,600+ e-newsletter subscribers

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



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

Other Associated Items

Stop Consolidation

Spring 2024: Proposed to eliminate about 640 bus stops that were close to others to improve bus speeds and reliability

- 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 (out of 9,500 current Metrobus stops)

Route Renaming

Spring 2024: Proposed new route names

- 1st character: Jurisdiction/ geography
 - *D (downtown routes) or C (crosstown routes) for DC,*
 - *M for Montgomery, P for Prince George's,*
 - *A for Arlington and Alexandria, and F for Fairfax County and Cities of Fairfax and Falls Church*
- 2nd character: number identifies corridor/neighborhood
- 3rd character: number identifies route; '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

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

Bus Network Implementation Approach

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
- As resources become available, utilize the Visionary Network to guide 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

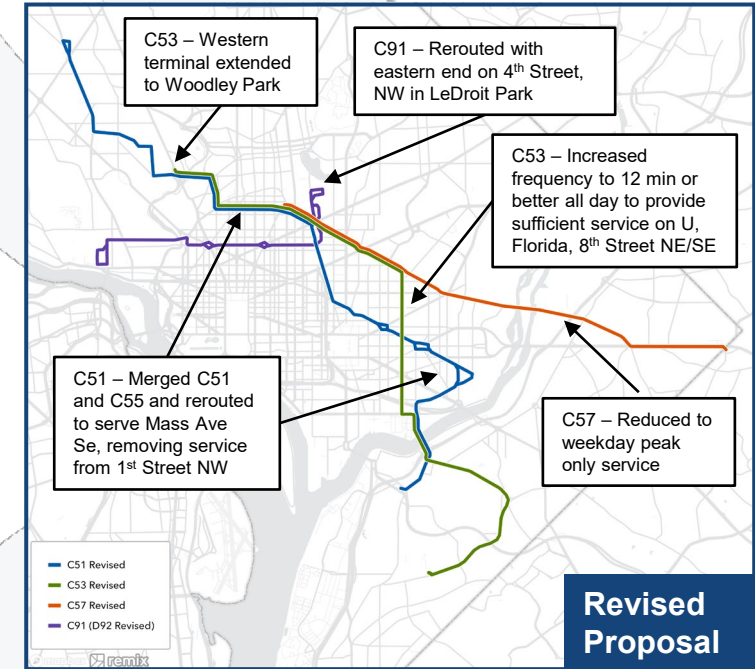
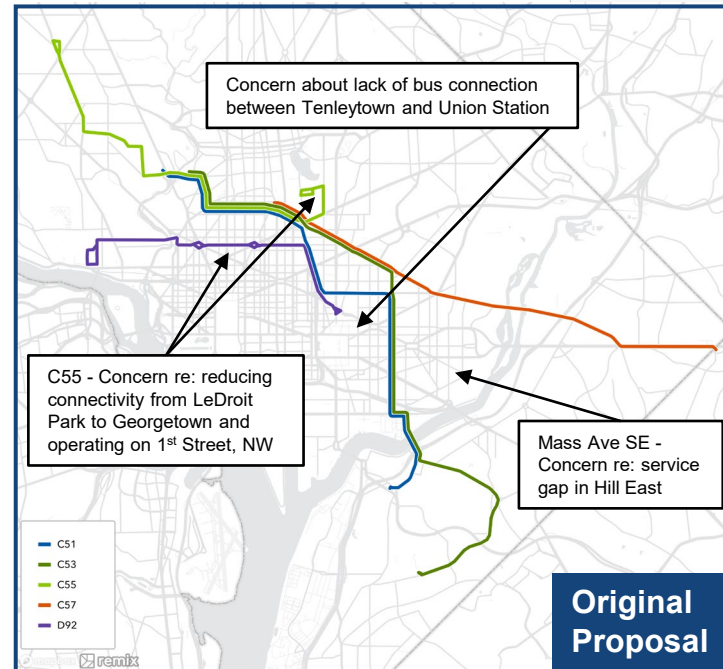
Appendix: Revised Routes in DC

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.”

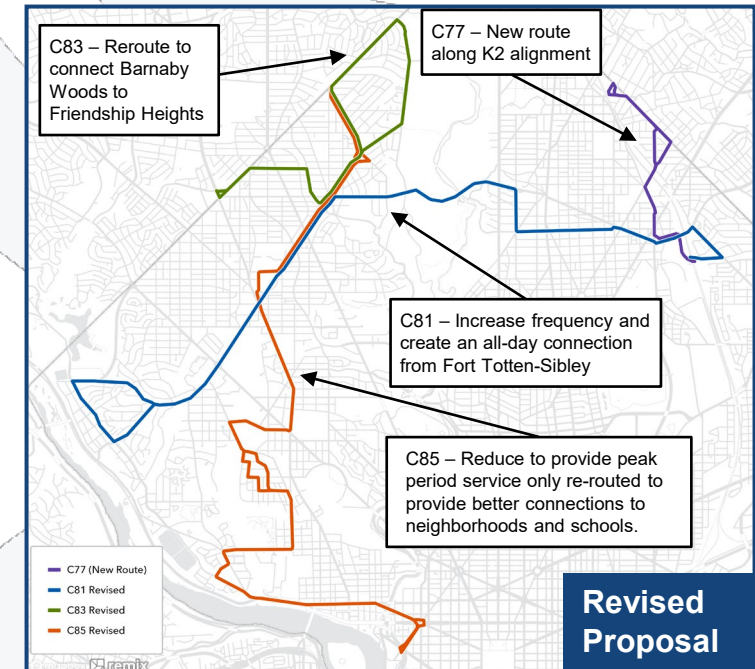
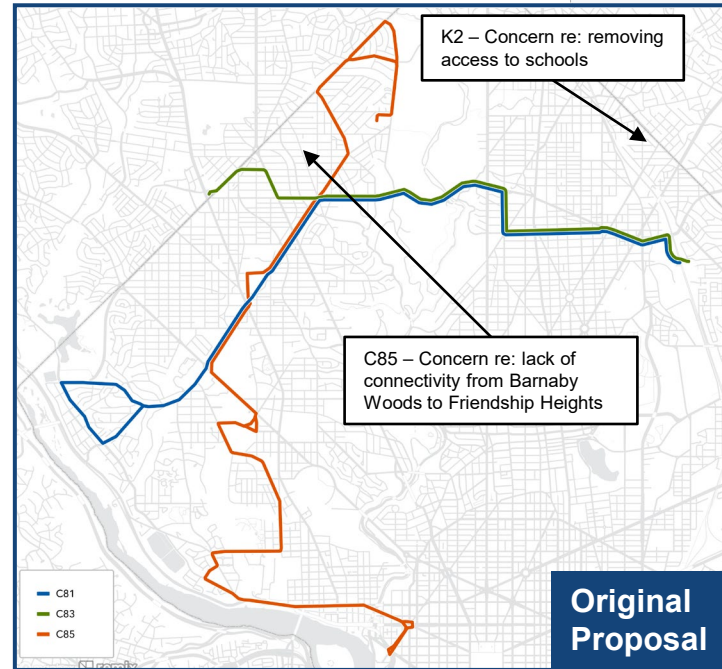
Example of How We Incorporated Feedback to Build a Better Bus Network in DC

- 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”

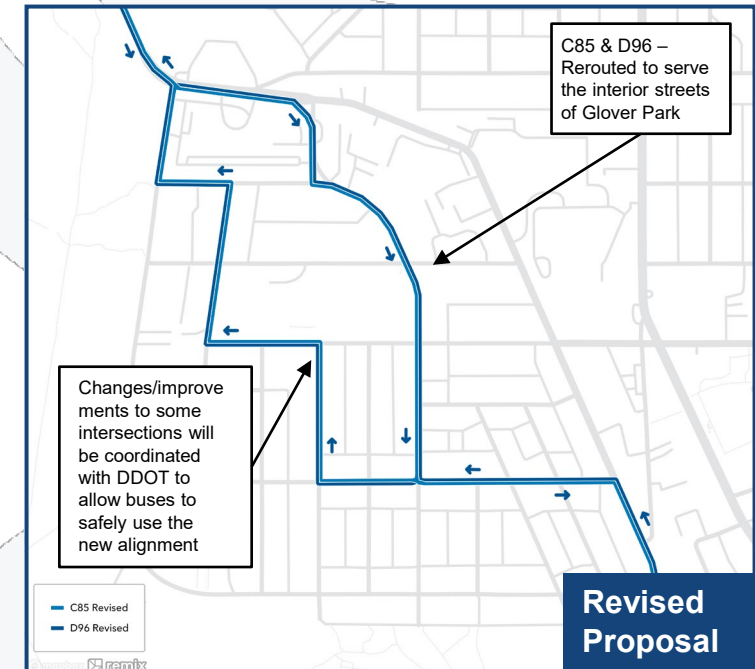
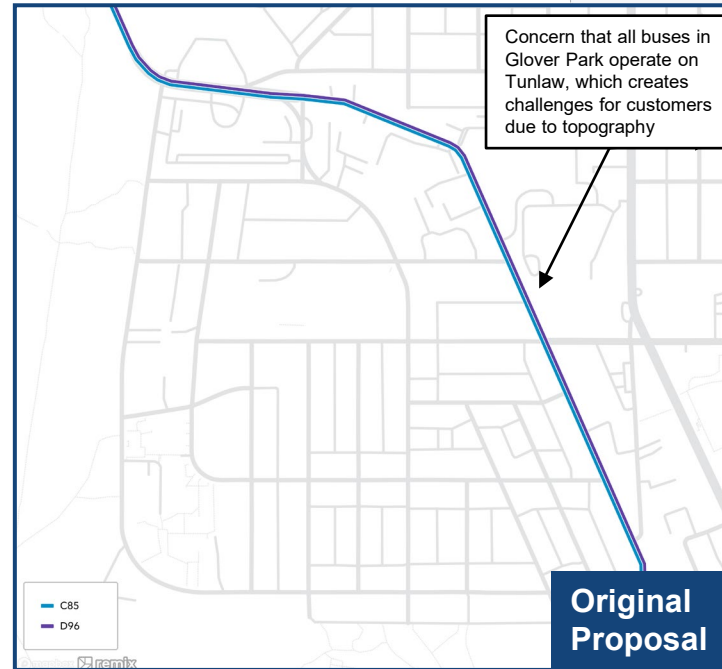
“The current route on McKinley St. is a major factor for our ability to age in place, allowing us to rely on public transportation for basically all of our needs.”

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.

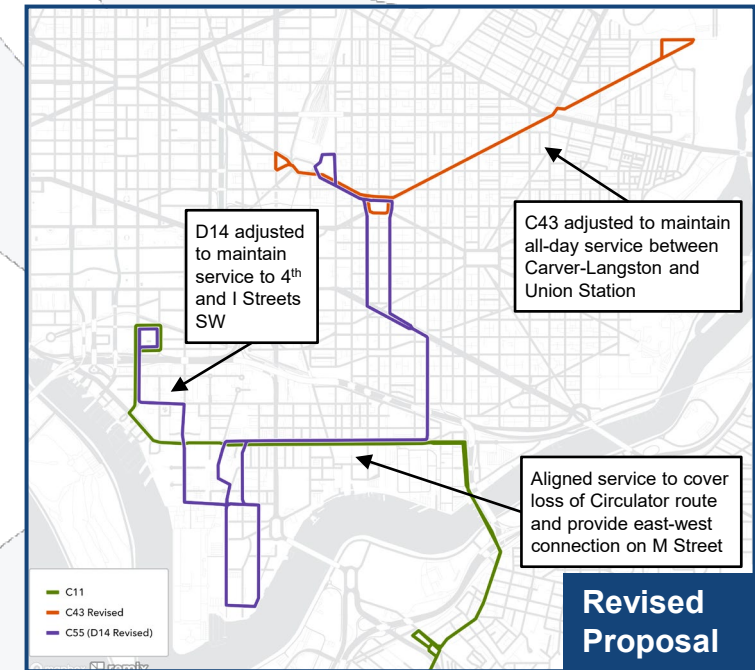
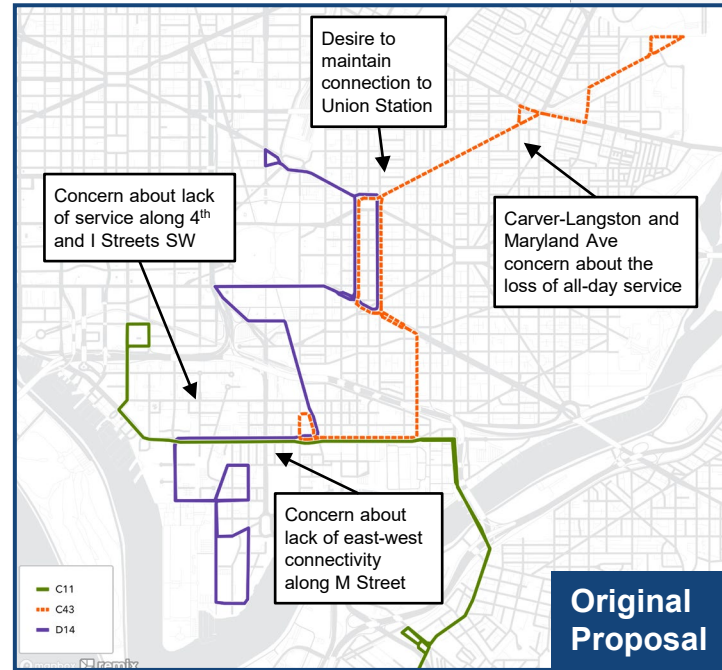
The current D2 serves many duplex/apartment/townhouse residents further west in the neighborhood who would otherwise have to make a much longer trek under the proposed plan to get to and from work.

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.

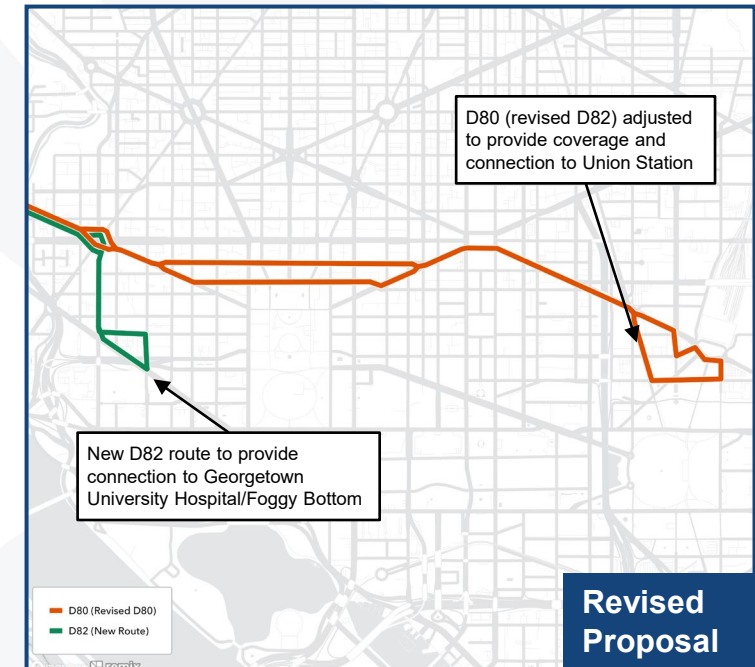
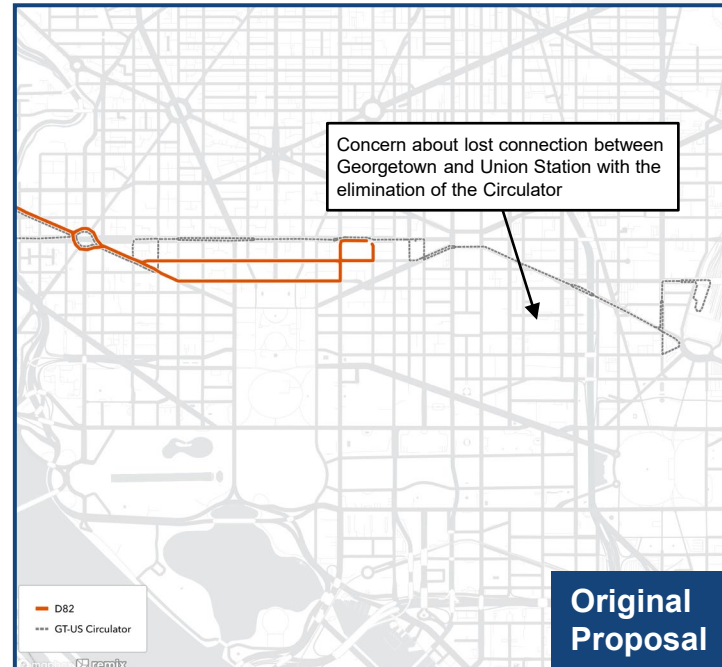
The X8 is critical to people making the connection to Union Station... The fact that the service is only set to be Rush-Only makes no sense whatsoever. A whole cluster of this area would be completely underserved by both modifying and changing the hours of operation of this route.

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.

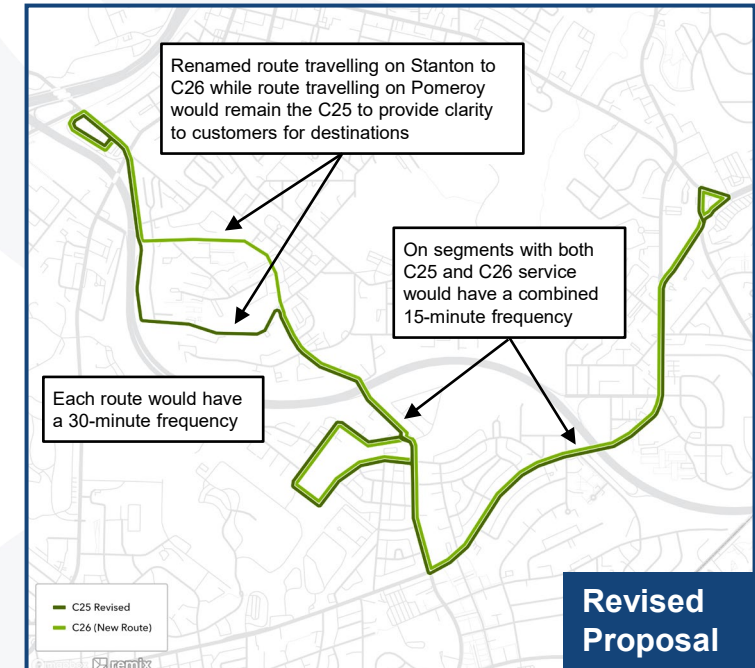
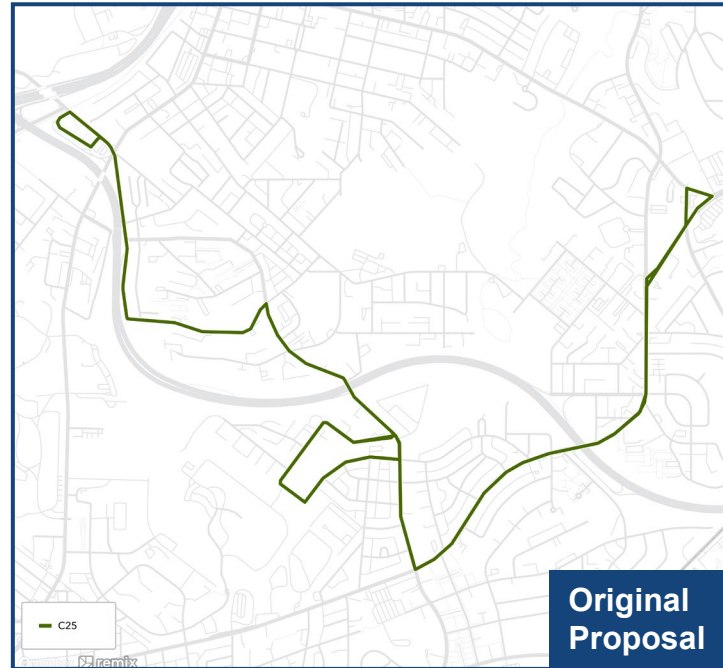
If DC were to kick in some extra funds, could this route extend to Union Station to replace the Georgetown-Union Station Circulator route? In the long term, this segment can be taken over by the D72, and the D82 can return to Federal Triangle.

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.



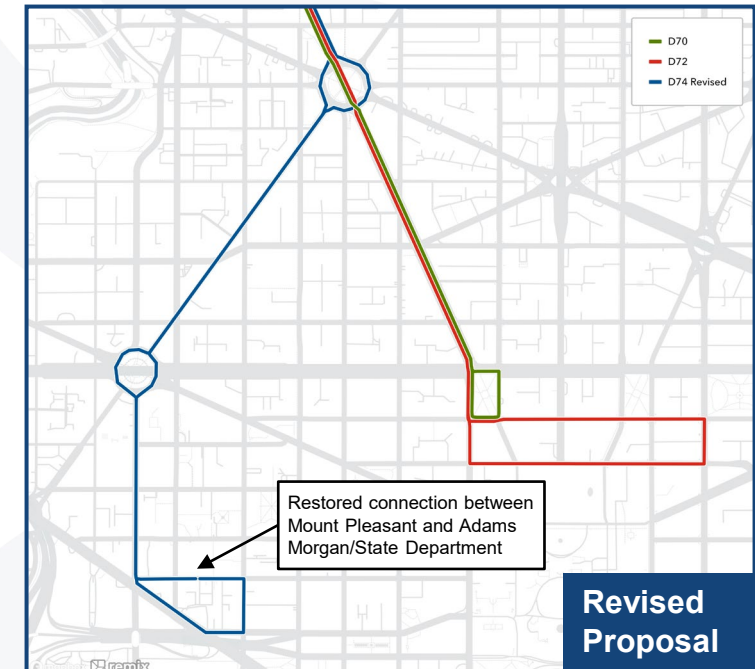
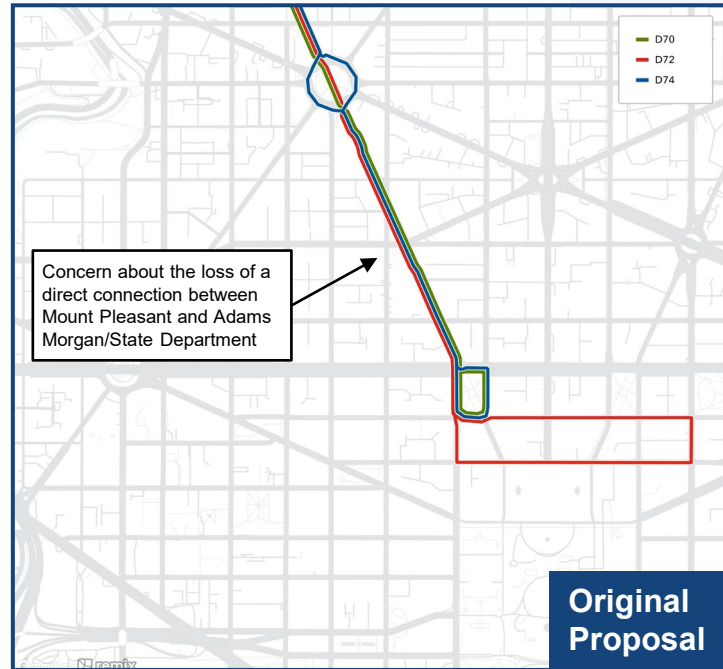
There is greater density along Stanton Road versus Pomeroy. The bus could be routed along Stanton instead of Pomeroy and still end up in the same place.

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



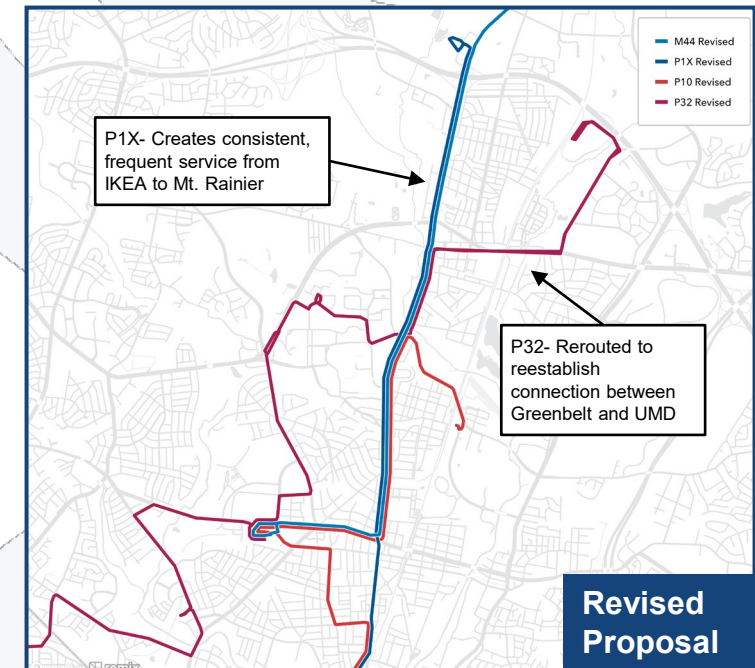
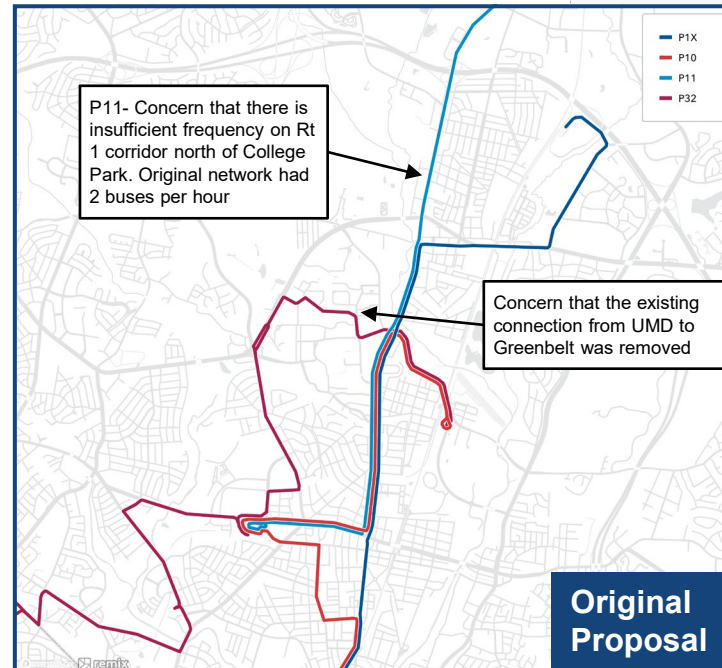
Operate improved local service in Bowie, Glen Dale, Springdale, Walker Mill, Hillcrest Heights, Clinton and Friendly areas.

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..



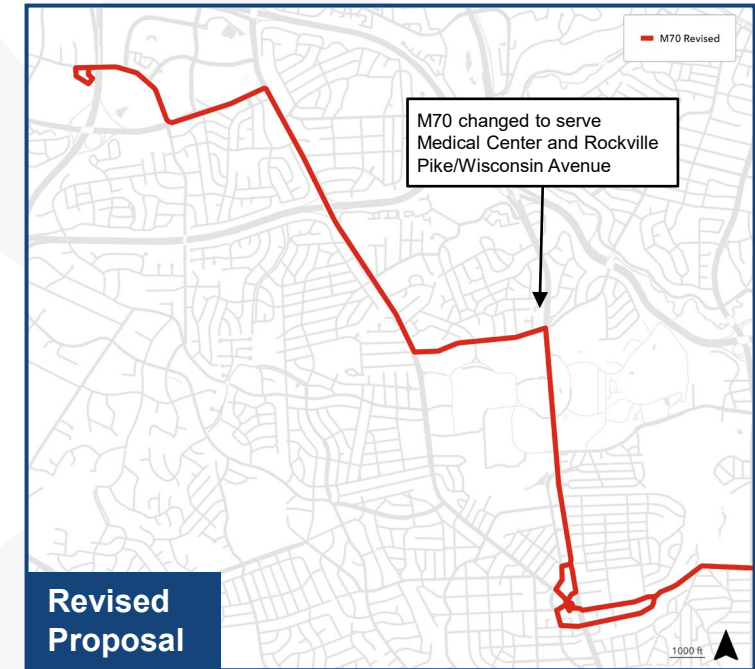
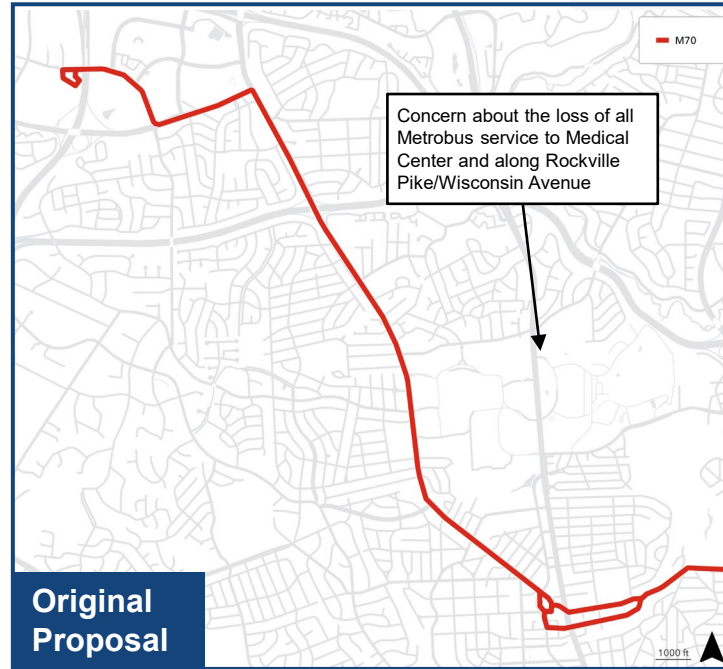
"This bus route needs to be more frequent to be useful. It will be considerable UMD student community living on Baltimore Avenue between 7300 and 8700 blocks to travel up and down Baltimore Avenue to shopping, eating and other destinations."

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!

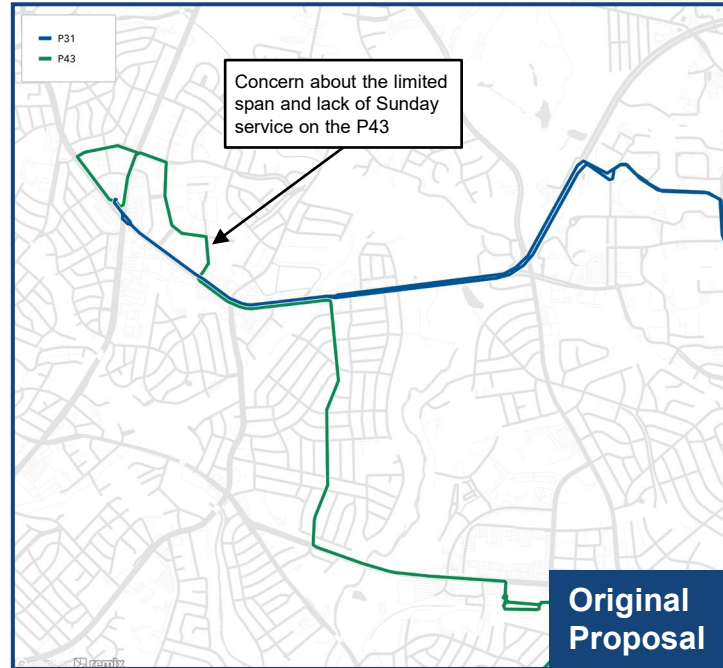
You are eliminating the J2 route which runs along a major street and provides a quick connection to Bethesda Metro Station and Silver Spring. The new route will be of no use for those of use who commute downtown from the eastern side of Bethesda or commute from Silver Spring to NIH.

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

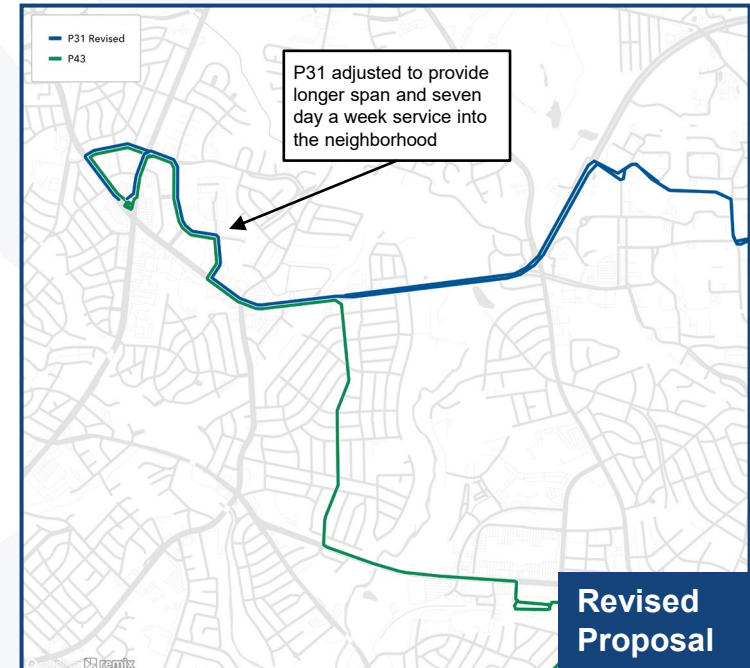
- Frequent, consistent service
 - Ensures that all segments of the existing F8 that are served in the new network continue to have seven day a week service with adequate span

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.

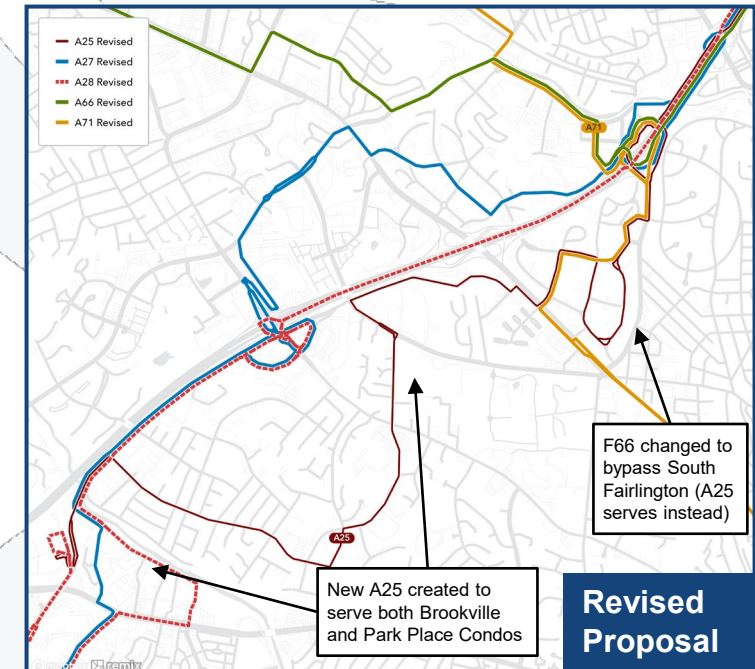
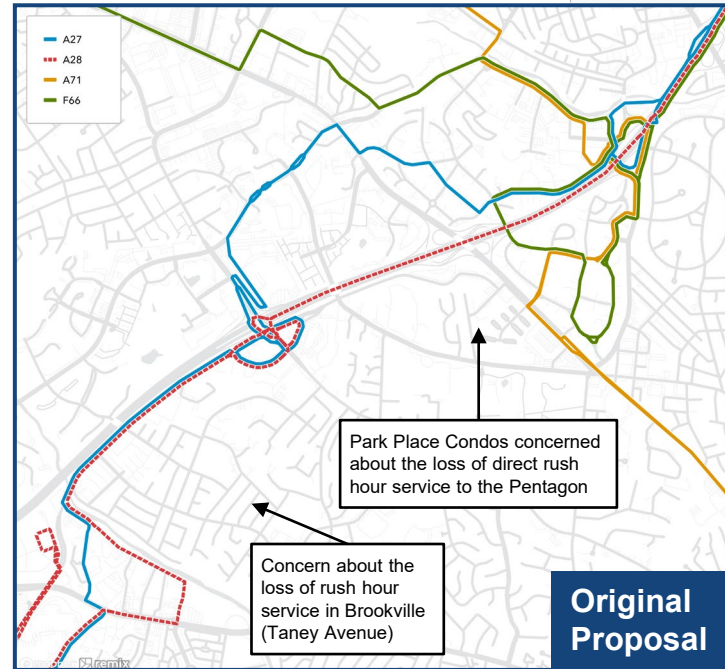
Appendix: Revised Routes in Virginia

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.”

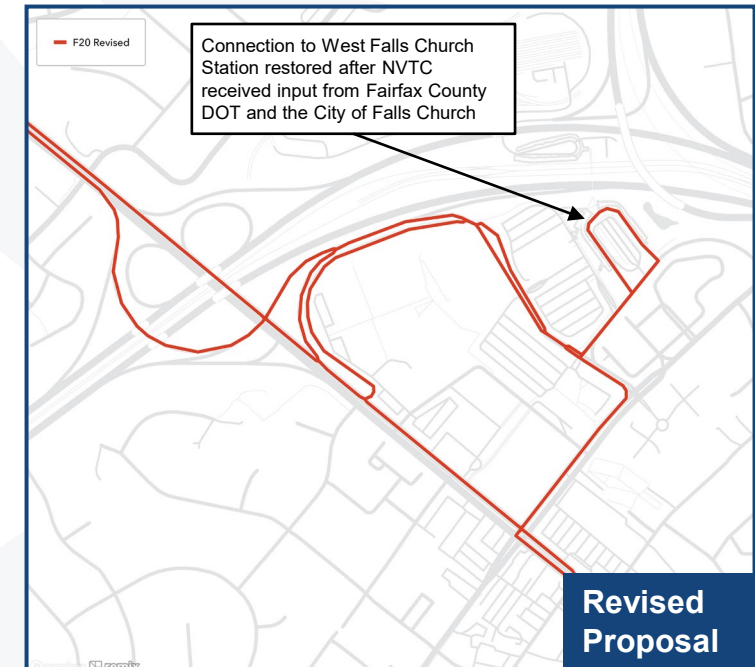
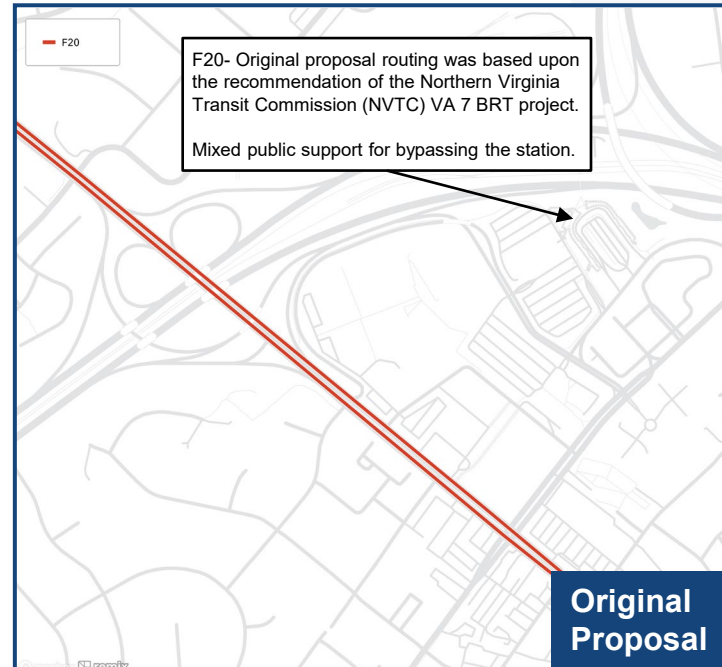
“Cutting the stop across from Park Place condos cuts off a building with over 400 units from efficient access to the Pentagon and its metro stop. The closest stop on the proposed route is over a 15-min walk away. I have mobility issues and cannot do that walk as part of a daily commute.”

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.

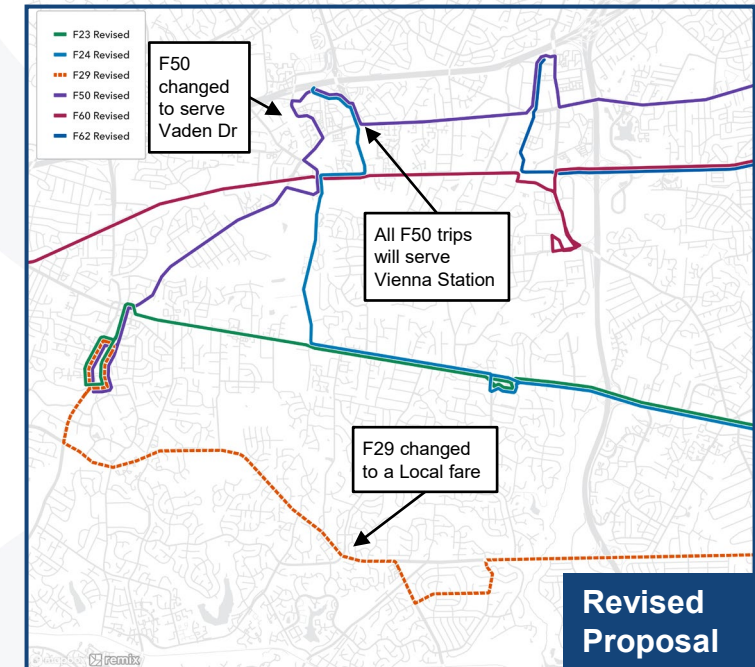
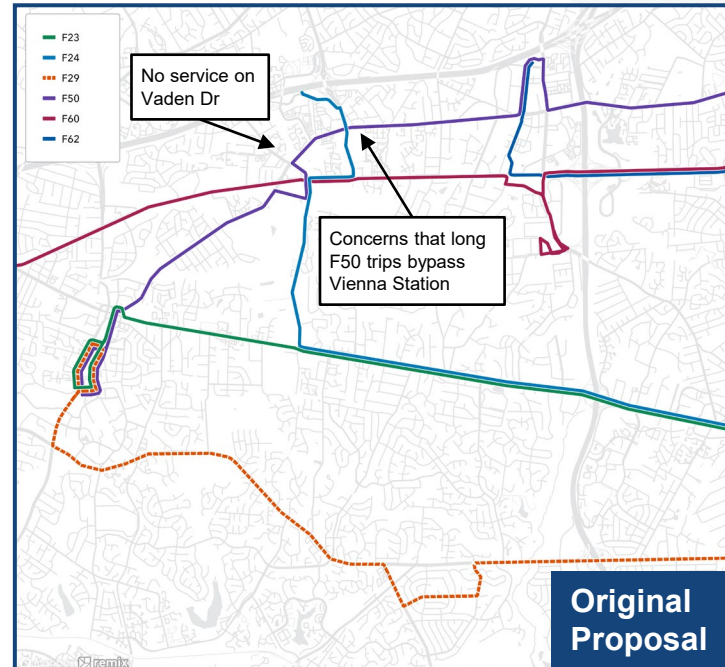
I do not think getting rid of the West Falls Church stop is a good idea. I rely on this bus route to connect to the West Falls Church metro for my commute. Without this stop, there isn't a connection to West Falls Church besides driving, which is not a viable option for everyone.

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.