

May 7, 2025

The Better Bus Network Redesign

Riders Advisory Committee
Briefing



RD OR SV BL YL GR metrobus metro  access

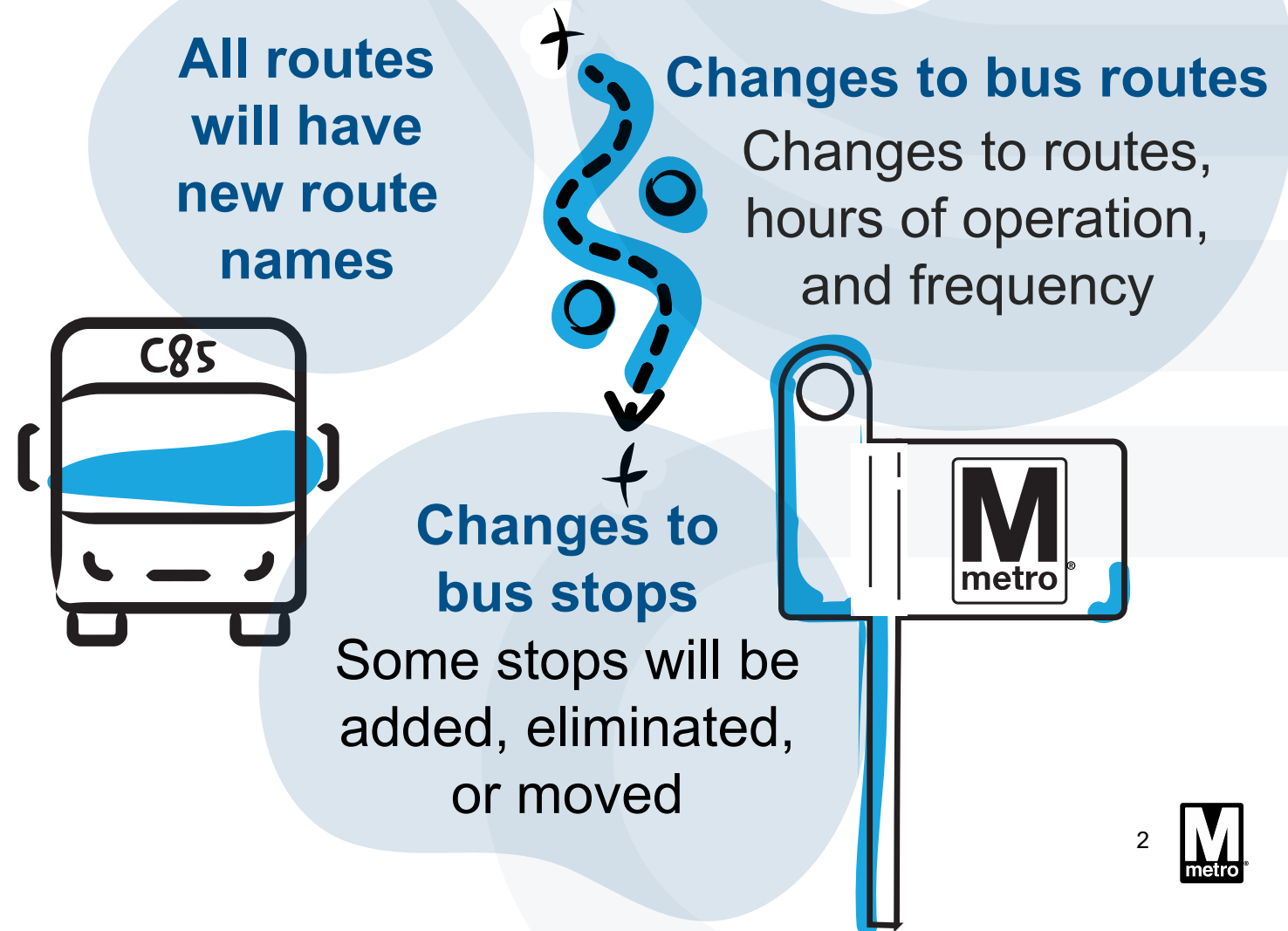


Our Message to Customers: Your Route is Changing on June 29!

Bus routes are changing.
Yes, even yours!

With all this change, we
have materials to help
explain what the new
network means for you, your
family, and your community.

You do not need to learn
every single change for the
network to work for you.





What Is the Better Bus Network Redesign?

The 2025 Better Bus Network represents Metro’s commitment to improving service and connections **using the resources we have today**. By changing bus routes and service times, this network better connects the region, increases access to better bus service, and makes the bus more convenient.

The network redesign **will go into effect on June 29th**.

-  First Network Redesign in 50 Years
-  More Efficiently uses Available Resources
-  Better Connects the Region
-  Makes the Bus More Convenient to Use
-  Improves Service on Evenings & Weekends
-  Fills Service Gaps
-  Better Service for Our Customers Today


metrobus

ENDS JUNE 28	33, 36, G8, 11Y
STARTS JUNE 29 2025	D20  Gallery Place
	D72 Lafayette Sq
	D92 Chinatown
	F19 Potomac Park
202-GO-METRO #1234567	

The Network Was Built on 2 Years of Planning & 23 Weeks of Engagement Regionwide



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



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

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

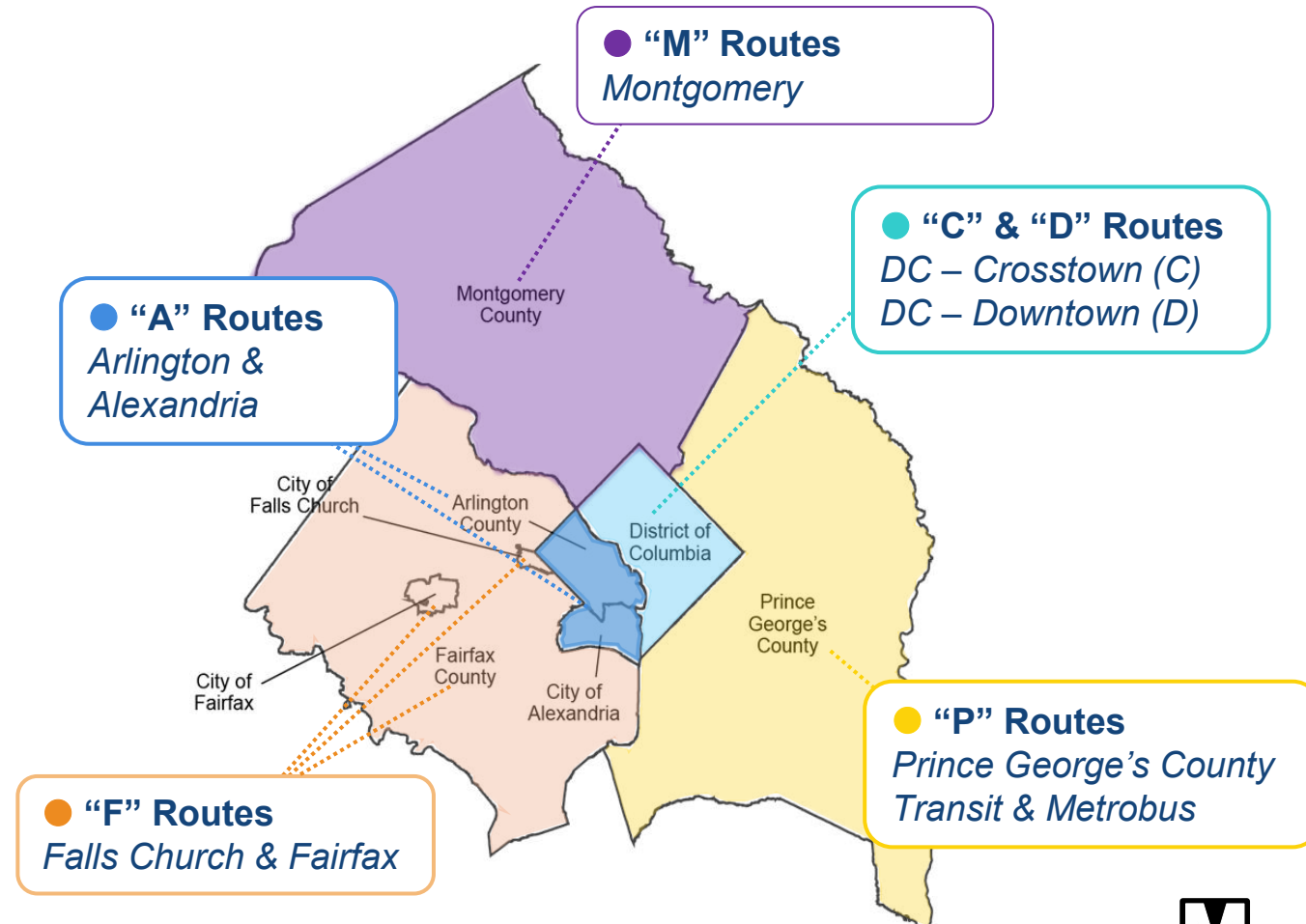
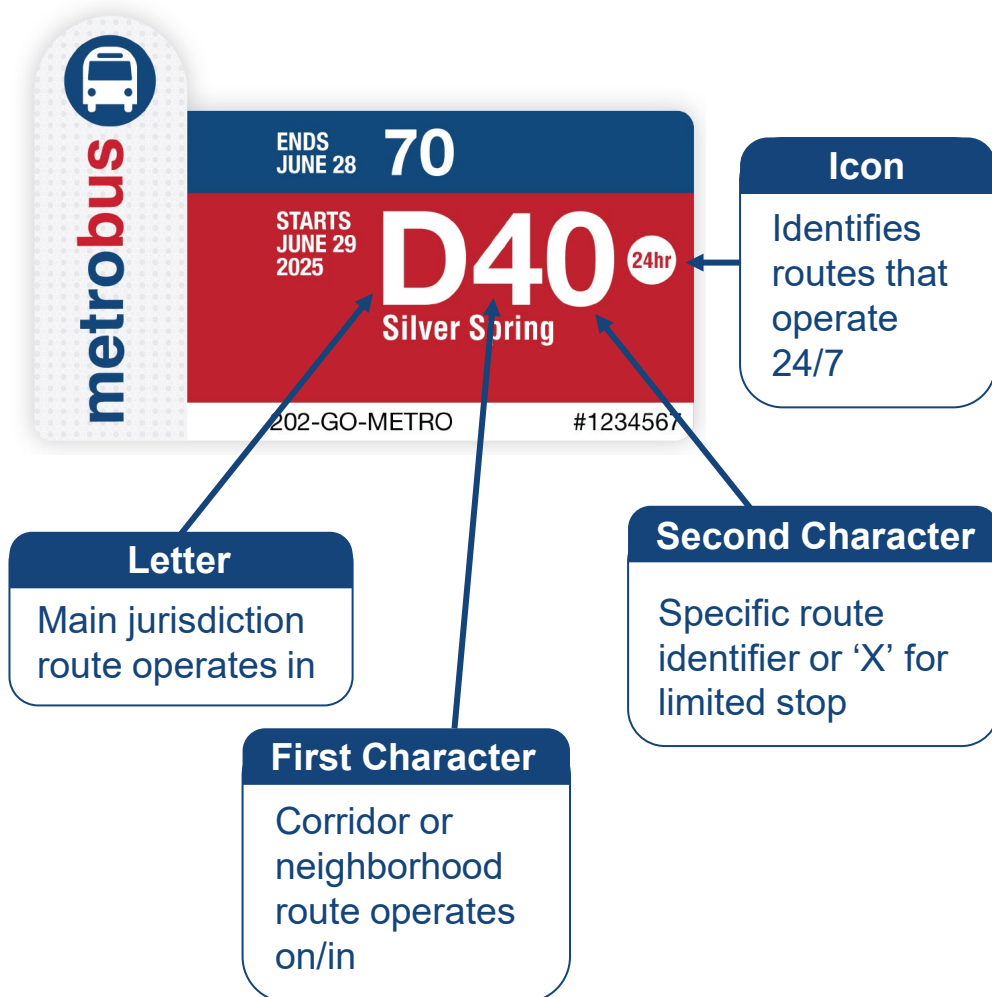


111,000+ unique website visitors

3,600+ e-newsletter subscribers

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

New Route Names and Signs Make the New Network Easier to Ride



Reading the New Bus Stop Signs

Get to Know Your New Bus Stop Signs

All of Metro's bus routes will have updated names, routes, and schedules.



metrobus

ENDS
JUNE 28

38B, 4B

STARTS
JUNE 29
2025

A58

F62

Farragut Sq

Rosslyn

202-GO-METRO

STOP# 6000651

Old Bus Routes

The box at the top shows bus routes that end on June 28.

New Bus Routes

This area shows the bus routes that start on June 29.

New Route Destination

Check where the bus is going to make sure you're heading in the right location.

Call For More Info



Visit wmata.com/betterbus for maps and service information.

Countdown to the Launching the New Network

PROGRAM SCHEDULE



Informational Materials on the New Network

Various tools are available now at wmata.com/BetterBus



Live!

Plan Your Trip

Use the Trip Planner or call 202-GO-METRO to understand how your trip(s) will change



Live!

Find Your New Route

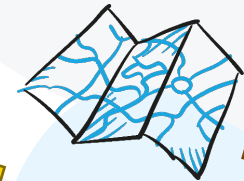
Visit the Route Crosswalk webpage to understand which route(s) is replacing your current route



Live!

Understand Your Route

Review Route Profiles with details, hours of operation and frequency for each route in the network



Coming Soon!

Learn About Changes in your Neighborhood

See Neighborhood Profiles with summaries of changes by geographic area

Trip Planner Instructions for New Metrobus Routes and Stops

For trips through June 28, 2023, select the date of your trip to see your route under the current Metro system.

For trips after June 29, select one of the three dates below to view your route with Metro's all-new bus routes and stops.

- Weekdays: June 30
- Saturdays: July 1
- Sundays: June 27

FROM Address, Station, Landmark TO Address, Station, Landmark

Travel by ☐ Bus ☐ Rail ☒ Both

Leave At 5:15 PM ON 5/7/2023

Show me the route that

I can walk up to 3/4 mile

PLAN MY TRIP

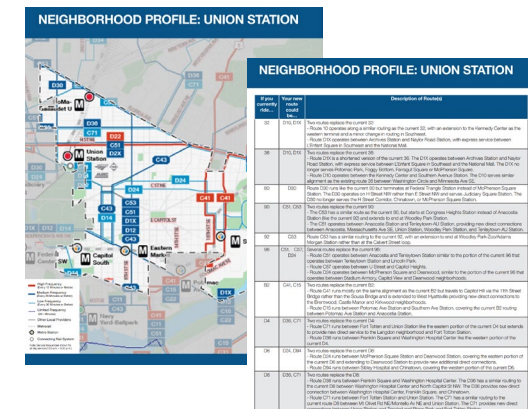
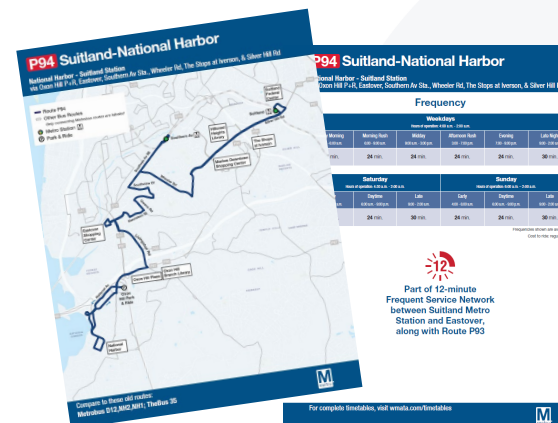
New Bus Network Tool | Find Your New Route

Enter your current bus route to generate your new bus route option(s).

X2 FIND MY NEW ROUTE

Click the route name to view the route profile.

New Route	Runs Between
C57	U St-Capitol Hts
D20	Gallery Place-Minnesota Av
D2X	Farragut Sq-Capitol Hts



Multiple Ways We're Reaching Customers In-Person

Starting mid-May, engagement will shift to focus on meeting people where they are



Pop-Ups

- Raise awareness, help customers plan their trip and understand how the new network impacts them
- Target already scheduled outdoor events, such as farmers markets and festivals

Bus Stop Chats

- Raise awareness and inform customers about changes to their bus route

Ride Alongs

- Raise awareness and inform customers about changes to their bus route
- Focus on high-change routes

On-Street Assistance Staff

- 100s of staff in the field to answer questions and provide information



The Trip Planner is **the best way** to learn about your new routes.

wmata.com/tripplanner/

Extending the Reach of Our Engagement

Partnering with CBOs

Leveraging partnerships with CBOs to extend the reach of our engagement



Elected Official Info Sessions

Briefing elected officials so they're able to answer constituents' questions and point them toward relevant materials



Communications Toolkit

Digital communications toolkit designed for partners to easily share information about the upcoming network changes in newsletters and on social media



Training Partners & Stakeholders

Providing training to stakeholders and partners so they're empowered to share information about the network with their constituents



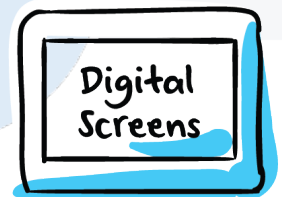
Mailers

To spread the word in high change areas



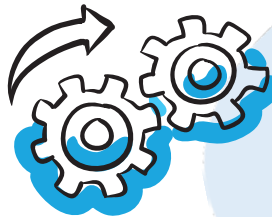
Signage

On buses, in stations, and at other hot spots



Committee Meetings

Spreading the word through Metro's committees (Youth Advisory Council, AAC, RAC)



Metro Makes it Easy to Let Your Constituents Know About the New Network

Live!

Communications Toolkit

Digital communications toolkit designed for partners to easily share information about the upcoming network changes in newsletters and on social media

Newsletter Copy

Language to Drop Into Your Regular Newsletters

Metro's Better Bus Network is coming on June 29! As Metro prepares for the launch, major efforts are underway, including updated bus stop signs and network maps, operator training, and system upgrades to ensure riders have the most accurate and up-to-date information.

It's never too early to learn your new bus route! Explore the updated trip planner, network maps, route profiles, and more at wmata.com/BetterBus.

Get ready for a better, more connected, way to ride!

Social Media Copy

Language for Your Facebook, Instagram, X, and BlueSky Posts

🚌 Better Bus is coming! 🚌🌟

On Sunday, June 29, Metro will launch the new bus network—designed to serve you better through a faster, more frequent, and more reliable network. 👁️ Get a sneak peek: Explore maps & more at wmata.com/BetterBus! #wmata

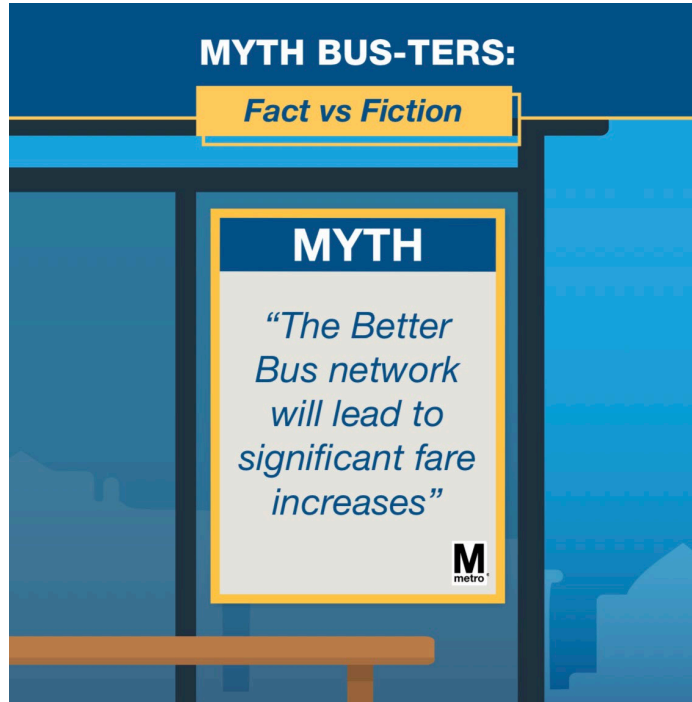
Talking Points






Language for Your Community Meetings

- Once in a Lifetime Change: Metro is launching its first complete bus network redesign ...
- Better Bus, Better Service: Many customers will enjoy faster, more frequent, and more reliable bus service ...
- New, Simpler Naming System: New route names will begin with letters indicating areas served ...
- Mark Your Calendar: Check out the updated trip planner to explore your new travel options ...
- It's Never Too Early to Learn Your New Bus Route!

How to Help Us On Social Media

Look out for our *Mythbusters* campaign every Sunday and more informational content coming soon.



Follow us on social media and amplify our posts     

Share newsletter and social media content and talking points from our [Communications Toolkit](#) to let your constituents and community know about the new network!

Continuing to Work Closely with Jurisdictional Partners to Implement the New Network

- Working with each jurisdiction on bus stop and on-street improvements, noting that some improvements may not be implemented until after Launch Day
- Transferred 10 buses to support Prince George's County Transit with service

New bus stops may also include routes from multiple agencies

BUS STOP

ENDS JUNE 28 **A11, B12**

STARTS JUNE 29, 2025

M12 metrobus McPherson Sq

84 R Georgia Av

92 R Silver Spring

metrobus 202-GO-METRO STOP# 1234567 | 311 STOP# 3456789

BUS STOP

ENDS JUNE 28 **A11, B12**

STARTS JUNE 29, 2025

P12 metrobus McPherson Sq

P84 TRANSIT Ikea Way

P92 TRANSIT Mt. Rainier

metrobus 202-GO-METRO STOP# 1234567 | TRANSIT 301-324-2877 STOP# 3456789

Bus Maps and Station Maps will show local bus providers routes

Looking for a Bus?
Boarding Locations and Service Days

Route	Destination	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
A12	Hunting Forest	○	○	○	○	○	○	○
A68	Farmington Sq	○	○	○	○	○	○	○
A68	Senior Centers	○	○	○	○	○	○	○
A79	Tysons	○	○	○	○	○	○	○
A79	Princeton Yard	○	○	○	○	○	○	○
A71	King St Old Town	○	○	○	○	○	○	○
A78	Met Center	○	○	○	○	○	○	○
A78	Reston	○	○	○	○	○	○	○
P80	George Mason	○	○	○	○	○	○	○
P80	Fair Oaks	○	○	○	○	○	○	○
P80	Fair Oaks	○	○	○	○	○	○	○

For more information | Para más información

www.mta.com | 202-GO-METRO | GET CODE HERE

Ballston-MU

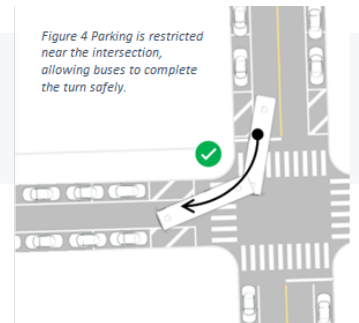
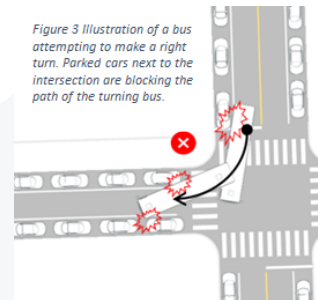
Looking for a Bus?
Boarding Locations and Service Days

Route	Destination	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
A68	Hunting Forest	○	○	○	○	○	○	○
A68	Farmington Sq	○	○	○	○	○	○	○
A68	Senior Centers	○	○	○	○	○	○	○
A79	Tysons	○	○	○	○	○	○	○
A79	Princeton Yard	○	○	○	○	○	○	○
A71	King St Old Town	○	○	○	○	○	○	○
A78	Met Center	○	○	○	○	○	○	○
A78	Reston	○	○	○	○	○	○	○
P80	George Mason	○	○	○	○	○	○	○
P80	Fair Oaks	○	○	○	○	○	○	○
P80	Fair Oaks	○	○	○	○	○	○	○

For more information | Para más información

www.mta.com | 202-GO-METRO | GET CODE HERE

Bus stop and on-street changes to support safe operations



Summary of Other Activities (as of May 2, 2025)



Bus Flags

- Installation: early March – mid-June
- 46% of Bus Flags installed to date; 100% of the Bus Flag Removal Notices installed



Operator Training

- Over 11,600 training shifts completed, covering 97% of anticipated training



Digital Systems

- Trip Planner is live, customers can select dates for June 29th and later to discover new routes
- Bus Systems and data testing underway



WMATA Coordination

- Activation Plan and Launch Day Management plans are underway



Maps

- Design updates underway
 - 90 Bus Bay Station Maps Complete
 - Jurisdictional maps complete, including local providers
- Installation to commence once bus flags are complete

What Customers, Community Organizations, and Elected Officials can do ahead of Launch Day June 29, 2025

Customers

- 1 Try out the Trip Planner
wmata.com/tripplanner/
- 2 Attend a pop-up event
- 3 Share the route finder “crosswalk” tool
wmata.com/betterbus
- 4 Send us feedback and questions

Organizations and Elected Officials

- 1 Try out the Trip Planner
wmata.com/tripplanner/
- 2 Become a Better Bus Partner
[Better Bus Partner | WMATA](https://www.wmata.com/initiatives/plans/Better-Bus/toolkit.cfm)
- 3 Use the comms toolkit to spread the word
<https://www.wmata.com/initiatives/plans/Better-Bus/toolkit.cfm>
- 4 Order informational materials to distribute to your constituents

Outreach and engagement has started and will continue into the fall of 2025 to reach schools, children, parents, and customers returning after summer