

### **Service Excellence**

The Dec. 14, 2025 schedule update provides an opportunity to use performance and ridership data as well as feedback from bus operators and customers to enhance the network

Changes to 50 routes and the launch of a new route begin Sunday, Dec. 14, 2025:

- DC: C11, C15, C17, C25, C26, C27, C35, C37, C53, C63, C77, C83, C87, D1X, D32, D34, D40, D4X, D60, D70, D74, D90, D94, D96
- Maryland: M22, M42, M44, M52, M60, M70, M82, P1X, P15, P16, P35, P62, P66, P72, P93
- Virginia: A11, A12, A1X, A25, A29 (new), A40, A66, A71, F20, F28, F60, F61





### **Service Excellence**



### Changes will:

- Improve schedule reliability
- Address crowding
- Adjust routes to restore connections
- Adjust end of route stop locations and bus bay assignments
- Implement grant funded service improvements



## **Restoring Connections**



#### Route C63:

- Extend service from Washington Hospital Center to Georgia Av-Petworth
- Provide direct access between the loops in front of the VA and Medstar hospitals and neighborhoods to the west, such as Parkview, Petworth, and Columbia Heights
- Provide connections to the Green Line from Fort Lincoln and Deanwood

Routes A40, A49, M52, P66, P72:

Add earlier AM trips to restore hours of operation in the new network



## **Minor Routing Adjustments**

Through continued coordination with partner jurisdictions, staff have identified route adjustments to increase safety and efficiency

- Route A66: Adjust alignment to serve Pentagon City in addition to Pentagon like the existing A27
- Routes A25, A27, A28, F23, F24: Adjust alignments to serve the new West Alexandria Transit Center
- Routes C25, C26, C27: Adjust alignments near Skyland due to road safety improvements implemented by DDOT
- Routes C25, C26: Adjust routes toward Anacostia to serve 23 St and Savannah St SE, ending the Congress Heights detour implemented to mitigate a right-turn hazard from westbound Alabama Av to Stanton Rd
- Route C27: Adjust alignment to mirror Route D10 between Mississippi Av and Alabama Av in response to feedback





### **Minor Routing Adjustments**

#### continued

- Route C37: Adjust alignment to formally operate on Southern Av (existing detour becomes permanent)
- Route C87: Adjust route to incorporate the extension to Mt. Pleasant, enabling connections from Mt. Pleasant to schools in Tenleytown
- Route D32: Adjust alignment to use the 10 St NW terminal (Federal Triangle) to avoid 7 St/Gallery Place congestion
- Route D34: Adjust to use a more direct route to West Hyattsville from Queens Chapel Rd
- Routes D74, D96: Adjust alignment to reflect the detour in place to accommodate the DC Connecticut Av deckover project near Dupont Circle
- Routes M42, M44: Adjust route to serve Plum Orchard Dr near White Oak Adventist Medical Center, improving connections with other buses





### Improve Schedule Reliability



Routes A71, C15, C17, C37, C53, C77, C83, C85, D70, D90, F61, M70, M82, P15, P16, P93:

 Scheduled bus travel times will be adjusted to reflect traffic conditions to improve service



## **Address Crowding**

While extra trips were added since launch of the new network in critical locations, the December service changes allow us to add these trips more efficiently

 Routes C11, C85, D24, D94, D96, F28, P62: Add extra trips to provide additional capacity and respond to ridership based on crowding





## **New Services (Grant Funded)**

Northern Virginia Transportation Commission (NVTC) I-395/95 Commuter Choice Grant Program invests toll revenues from the expressway corridor in Northern Virginia into transit and multimodal projects that benefit their respective corridor's toll road users

- Route A25, Pentagon-Landmark via I-395 Express Lanes: Improve frequency from every 30 minutes to every 15 minutes during weekday rush hours
- Route A29, Metro Center-Van Dorn St via I-395 Express Lanes: new route providing weekday rush hour direct link between Metro Center, Shirlington, Alexandria's West End, and Van Dorn St Station





### **Customer Information**

# Informing customers and the public of the changes

- Website, MetroAlerts and advisory updates, including wmata.com/bus direct link
- Signs at bus stops, including at stops affected by routing changes
- On-board customer outreach with street teams at targeted locations to directly assist customers
- Social media engagement, news release prior to the change date



Comment

