



**Safety and Operations Committee**

**Board Information Item III – A**

**Metro Bus Action Plan**



# Board Document

OVERVIEW			
<b>PRESENTATION NAME</b>	Metro Bus Action Plan	<b>DOCUMENT NO.</b>	300133
<b>ACTION OR INFORMATION</b>	Information		
<b>STRATEGIC TRANSFORMATION PLAN GOAL</b>	Service excellence;		
<b>RESOLUTION</b>	No		
EXECUTIVE OWNER			
<b>EXECUTIVE TEAM OWNER</b>	Webster, Thomas J.;		
<b>ORGANIZATION</b>	Planning and Performance		
<b>DOCUMENT INITIATOR</b>	Mike R. Collins		
OTHER INFORMATION			
<b>COMMITTEE</b>	Safety and Operations Committee	<b>COMMITTEE DATE</b>	6/25/2026
<b>PURPOSE/KEY HIGHLIGHTS</b>	Update the Board on Metro's ongoing efforts to invest in Metro Bus and action plan for continuous improvement in the system.		
<b>DISCUSSION</b>	<p>A great bus system requires many components working together, including modernized fleet and facilities, streamlined customer information, bus priority, stop and shelters, great workforce, and frequent, reliable, and efficient service. In every survey, customers consistently rank frequency and reliability as the most important drivers of bus ridership. Our investments in service and technology have created a more useful network at a lower cost.</p> <p>Recent bus investments, including the launch of the Better Bus</p>		



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Network in June 2025, continue year-over-year improvements in frequency, reliability, and aspects that improve customer experience. The Frequent Service Network, launched in FY2022 and expanded in subsequent years, along with the 24/7 bus network, expansion of bus priority, and free transfers between rail and bus set the stage for the new network. In addition, Metro continues to invest in fleet, facilities, technology, and is partnering with our jurisdictional partners to add bus lanes, queue jumps, and signal priority to streets with frequent bus service.

## Metro Continues to Invest in the Bus System

Metro continues to invest in bus priority and managing frequent routes to reduce the impact of traffic congestion, with the intent of improving speed, reliability, and safety for customers and bus operators. Through DMVMoves, Metro collaborated with jurisdictions to identify seven high-priority bus priority corridors and develop regional service and bus priority guidelines. Metro also collaborated with jurisdictions to develop a concept of operations for Next Gen Transit Signal Priority (TSP) and has initiated procurement, with the intent to reduce intersection delays. Legislation recently passed in Maryland and Virginia will enable automated bus lane enforcement (Clear Lanes). In addition, Metro implemented headway management on the C53, shifting from managing schedules to managing spacing between buses. Early results show a reduction in bunching and improved prediction accuracy on the route, but has required additional personnel to manage. Looking ahead, Metro continues to work with jurisdictions to implement bus priority projects like the Gold Line and along VA Route 7, begin phased implementation of TSP, and expand Clear Lanes regionwide. Metro is also improving technology to enable operators to self-manage spacing and identifying additional high-frequency routes to launch headway management.

Metro is modernizing our fleet and bus garages as an investment in the region, our employees, and service. With the region's investments, five of the agency's nine garages are less than 14 years old, creating a better and safer work environment for our workforce. Metro has invested in new 40-foot fleet, improved digital signage on board, and tested increased space for strollers, mobility devices, and carts. Next, Metro is updating its capital plan for bus facilities to optimize investments and, with additional investment, will advance the Western Bus Garage project. For our bus fleet, Metro is updating our Fleet Management Plan, which details how the agency will modernize and maintain our fleet. The agency will also begin procurement of up to 300 articulated 60-foot buses and



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exercise remaining options on the existing 40-foot contract to provide more capacity and reduce crowding, while installing improved digital signage on all new buses.

Metro is improving the quality of customer information, creating a more uniform stop experience, and simplifying fare payment to make riding the bus easier for the region's residents. The agency has expanded real time information at 340 stops by installing e-paper signs and is collaborating with jurisdictions and partner agencies to begin designing a new permanent bus stop flag to address issues at shared bus stops. For fare payment, Metro has expanded the ways customers can pay to ride the bus, including Smart Trip, mobile, cash, and contactless credit/debit cards. The agency has also relocated fare vending machines to bus loops at three stations and improved fare validator reliability. Next, Metro will procure and install e-paper signs at 150 more stops and develop joint service agreements with jurisdictions and agencies to manage signs and stops at select locations. Metro will launch Kids Ride Free on Android, advance regional fare integration through DMVMoves activities, and update our Fare Policy and Systems Modernization Strategy.

Metro is also making technology investments to improve efficiency, reliability and quality of service for employees and customers. Recently Metro has implemented HASTUS scheduling software, increased reporting of bus locations to every 5 seconds (from 30 seconds), improving prediction accuracy, and improved Metro Pulse based on customer feedback. Next, Metro aims to improve information available to operators and dispatchers to respond to disruptions, improve real-time customer data for detours and disruptions, develop predictive maintenance capabilities to improve fleet reliability, and implement HASTUS operations management software.

Metro continues to invest in our workforce. In partnership with the union, Metro recently implemented a four-day work week at Shepherd Parkway to improve work-life balance for operators. The agency also collected operator feedback on routes and run-times for incorporation into the June 21 service changes. Next, the agency is launching new uniforms for operators, assessing the impacts of the four-day work week and potentially expanding it to other divisions, and implementing a modified approach for training, with smaller, more frequent classes and restructured in-class and in-vehicle time.

**The Bus Network Provides Increased Access to Destinations and Improved Service**



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One of the goals of the new network was to expand access to the places people want to go. Since Metro implemented its resource-neutral network redesign in June 2025, access to opportunity has expanded across the region. Customers can reach 20,000 more jobs within an hour using Metro services, and 27 percent more customers have access to highly frequent service (12 minutes or better). The new network is also improving service during midday, evenings, and weekends in response to changes in travel patterns across the region.

The redesigned network provides more reliable service. On-time performance is the best it has been in three years, even as traffic has gotten worse. Crowding has reduced by 20 percent compared to FY2025. Bus schedules were built with more run time and recovery time, resulting in increased on-time performance. Investing in bus priority would further improve reliability while also reducing operating costs.

However, missed trips remain an ongoing challenge. Missed trips account for only 3.5% of all trips, but Metro recognizes that they have a disproportionate impact on individual trips and customers' satisfaction. Metro is working to address these challenges by expanding operator hiring and implementing a four-day workweek pilot.

The recent Local 689 Collective Bargaining Agreement, which went into effect in December 2025, provides additional structure to manage absenteeism. With those changes, there has been a decline in tardy arrivals, more employees have been held accountable for absenteeism and overall bus operator absenteeism remained steady. Through additional hiring, Metro is working to expand the Extra Board, which would provide additional operators to cover missed trips, improving service reliability. Right-sizing the Extra Board ensures that service operates as planned despite daily variability in staffing due to planned and unplanned absences as well as extra assignments like special events and rail shuttles.

**Bus Ridership is Close to 2019 Levels, Despite being Down Year-Over-Year**

In October 2024, bus ridership returned to 2019 levels, with higher weekend ridership compared to 2019. Bus ridership began softening as early as January 2025 and is down 8 percent compared to FY2025. Ridership is down in areas where service did not change, but speeds have been getting slower. Georgia Avenue (DC)



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provides a good case study – the D40 and D4X operate identically to the 70/79, serving the same stops with the same frequency, but ridership decreased by 10% year-over-year (approximately 1,800 fewer daily riders).

Many factors are impacting bus ridership regionwide. Route realignments with local Maryland providers account for a quarter of year-over-year ridership decline. Stops now served by Ride On, such as along Viers Mill Road, and Prince George’s County Transit (PGCT), previously carried more than 6,000 average customers. While Ride On and PGCT report year-over-year ridership gains, these gains are smaller than the ridership that was on the realigned service. Overall economic trends, such as declines in regional employment and consumer sentiment, also align with bus ridership declines. The National Capital Region lost more jobs than any other major U.S. metropolitan area in 2025. DC alone has lost 45,000 jobs since June 2025, near COVID lows. Ridership growth from new services is also taking time to materialize. Growth from new services has not offset losses where service was revised, although ridership at new stops has grown in recent months.

Bus ridership is growing where we invested in service. Bus stops where we significantly increased service have had ridership gains. In calendar year 2026 new stops have been gaining ridership. Since April, these gains are now greater than the ridership we lost at stops where we significantly reduced service. Peers’ experience indicates that it can take 18 months or more for ridership to adjust and the last two months show positive signs. For example, there were substantial changes to the network via the D70, D72, and D74, which replaced the L2, 42, 43, and H8. The D70, D72, and D74 provide increased service compared to the old routes and while in the first six months, ridership was up 3% across these routes, since March ridership is up 6% year-over-year.

To keep the redesign resource neutral, Metro also made intentional decisions to balance priorities that impact ridership. Faster bus service sometimes means longer walks to bus stops for customers, like on 14th Street NW, where Metro added more limited stops service and reduced local service. A connected high-frequency network sometimes means more transfers for customers, like along Minnesota Avenue SE, where Metro restructured service to provide a single high-frequency route the length of Minnesota Avenue SE, resulting in faster trips for customers traveling along Minnesota Avenue to Anacostia Station, but trips between the Minnesota Avenue corridor and Potomac Ave Station now require a transfer between frequent services. Additional examples of service changes



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	<p>that impacted ridership include:</p> <ul style="list-style-type: none"><li>• Consolidating Metro service to main corridors (ex: M52 Burtonsville to Silver Spring);</li><li>• Making service more direct by bypassing residential area (ex: D36 bypassing Edgewood Street); and</li><li>• Eliminating low ridership routes to add service elsewhere (ex: 3Y Langston Boulevard).</li></ul> <p>Since the network launched, overall customer satisfaction has remained consistent with both last quarter and the same period last year. This is consistently high among peer agencies. The major drivers of satisfaction are reliability, wait times, and travel times. Key metrics remain flat, though customers are slightly more satisfied with their travel time to their destination, which increased by 5 percentage points since the redesign.</p> <p>Continuous Improvement</p> <p>Since the launch of the new network, Metro has continued to improve service and route design using data and feedback from operators and customers. In the past year, we made improvements to over 60 routes within existing resources. These improvements included changes focused on reliability, access, and efficiency such as route adjustments and extensions (ex: C63, C25, C26), expanded service hours (ex: A40, A49, M52, P66), and additional trips to reduce crowding (ex: C11, D94, F28, P62.)</p> <p>Through the annual budget process, Metro is preparing additional changes that build toward a Visionary Network that would feature 30 minute or better frequency on most routes, new cross regional connections, a 24-hour bus network, and expanded all day frequent service.</p> <p>Metro will continue to incrementally improve service, operations, fleet, facilities, reliability and amenities through a combination of data, partnership, and investment to further strengthen the customer experience and support the long-term success of the network.</p>
<b>INTERESTED PARTIES</b>	None



# Board Document

<b>RECOMMENDATION/NEXT STEPS</b>	Information Only
<b>FUNDING IMPACT</b>	None

# Metro Bus Action Plan



**Safety and Operations Committee**  
Washington Metropolitan Area Transit Authority  
June 25, 2026

# *Delivering Your Metro, the Way Forward*

Focus  
Today

## **Service Excellence**

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

## **Talented Teams**

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

## **Financial & Organizational Efficiency**

Ensure Metro's long-term financial health by streamlining operations and efficiently allocating resources

### *Objectives of Service Excellence Goal*

- **Safety and Security** | Ensure all customers and employees feel safe and secure using and delivering services.
- **Reliability** | Provide dependable service that the community trusts.
- **Convenience** | Deliver frequent, accessible, and easy-to-use service to enhance the customer experience

# Great Bus Systems Depend on Investments that Work Together



# Customers Want Frequent and Reliable Service

Customers continue to rank frequency and reliability as key drivers of ridership

## Customer Priorities:



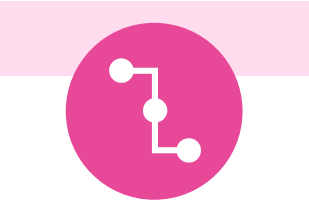
**More frequent service**



**Buses arriving on time**



**Faster trips / Bus priority**



**Connecting to where they need to go**



**Buses at all times of day**

\*Results from Bus Network Redesign survey (2022) and DMVMoves survey(2024)



# Metro is Delivering More Service and a More Useful Network at Lower Unit Cost

**Investments in technology and service are delivering more efficient transit service for our customers, Metro, and the region**

- Aligned service to ridership with consistent service all day → Reduced peak vehicles and swing shifts
- Reduced amount of travel at beginning and end of bus routes (“deadhead”) → Improved productivity of buses and operators

**13%**



More service (revenue miles)  
(FY2027 vs. FY2020 budget)

**-5%**

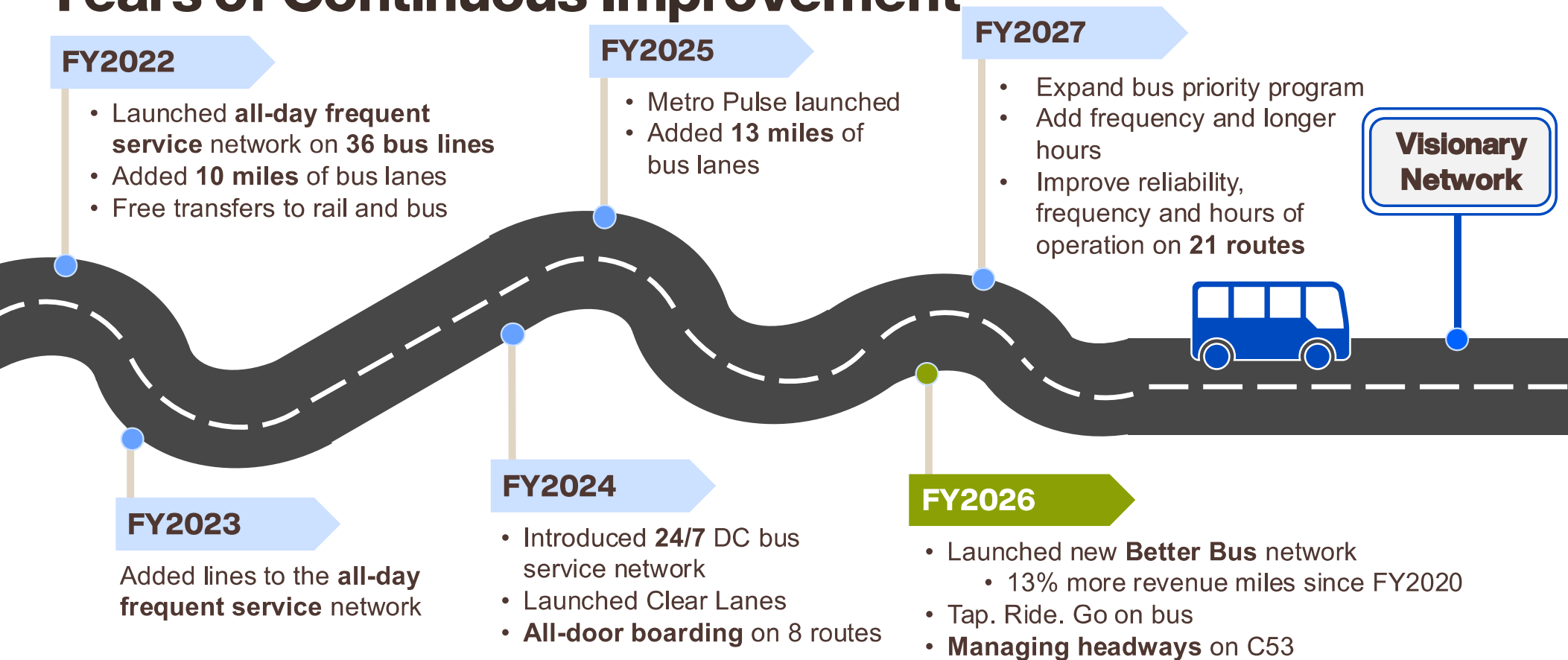


Decrease in operating cost\* per  
revenue hour  
(FY2027 vs. FY2020 budget)



\*Operating costs adjusted for inflation using U.S. Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W) for DC-VA-MD-WV region

# Recent Metro Bus Investments Continue Years of Continuous Improvement



# Continuing Investments in Bus Reliability Reduces the Impact of Congestion and Improves Speed and Safety

## Bus Priority



- Identified seven high-priority bus priority corridors, through DMVMoves and included investment levels in updated Service Guidelines
- Developed Next Gen Transit Signal Priority (TSP) concept of operations with partners and started procurement
- New Virginia and Maryland legislation enables Clear Lanes regionwide, building on DC success

## What's Next

- Continue collaborating on Gold Line (DC), Route 7 (VA), and other bus priority corridors
- Phased implementation of TSP
- Expand Clear Lanes regionwide

## Headway Management



- Implemented headway management on the C53, shifting from managing schedules to managing spacing
  - Positive impact, reducing bunching and improving prediction accuracy
  - Resource intensive, requiring active oversight
- Improve technology for operators to self-manage spacing and for MICC and terminal supervisor to support
- Expand to additional high-frequency routes

# Continuing to Modernize Facilities and Fleet Improves Safety, Productivity, and Work Environment

## Facilities



- Rehabilitated, rebuilt or closed aging facilities
- With the region's investments, five of Metro's nine bus garages are less than 14 years old, creating a better work environment for our workforce

## Fleet



- Invested \$357 million in 300 40-foot buses
- Added digital signage on some buses
- Tested increased space for strollers, mobility devices, and carts

## What's Next

- Update capital plan for bus facilities to optimize investments (Fall 2026)
- With additional regional investments, advance Western Bus Garage project
- Update Fleet Management Plan to modernize and maintain our fleet (Fall 2026)
- Begin procurement of up to 300 articulated 60-foot buses and exercise options on 200 additional 40-foot buses
- Expand digital signage to all new buses

# Continuing Investments in Customer Amenities Improves Customer Experience

## Bus Stops and Customer Information

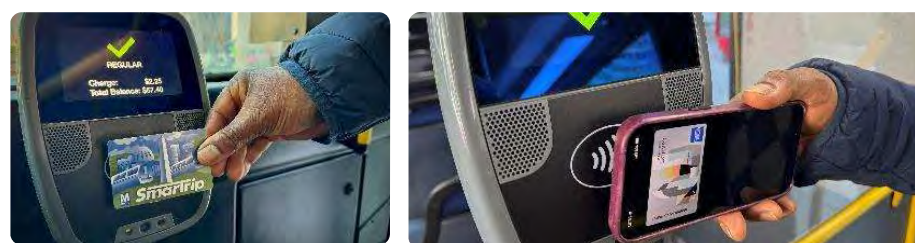


- Expanded real time info at 340 stops by installing e-paper signs
- Collaborated with jurisdictions and partner agencies through DMVMoves to begin:
  - Designing new regional bus stop sign
  - Addressing amenity issues at shared stops

## What's Next

- Procure and install e-paper signs at 150 additional stops
- Develop joint service agreements with jurisdictions and agencies
- Finalize and implement regional bus stop signs

## Fare Payment



- Provided many ways to pay including Smart Trip, mobile, cash, and Tap. Ride. Go. (contactless credit/debit cards)
- Relocated fare vending machines to bus loops at three stations\*, with more to come
- Improved fare reader reliability from 84% to 99%, enabling customers to tap more reliably

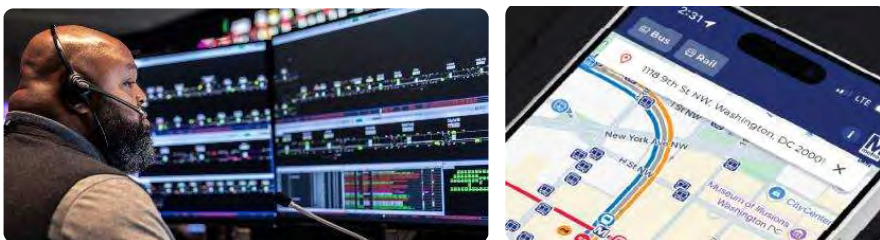
- Advance regional fare integration, consistent fare discounts, and Tap. Ride. Go. to partners
- Launch Kids Ride Free on Android
- Update Fare Policy and Systems Modernization Strategy (Fall 2026)

\*Anacostia Regional Entrance, Fort Totten, Silver Spring Transit Center

Washington Metropolitan Area Transit Authority

# Continuing to Invest in Our Workforce Improves Efficiency, Reliability, and Quality of Service

## Technology



- Implemented HASTUS Scheduling software
- Increased reporting of bus locations to every 5 seconds (from 30 seconds) to improve prediction accuracy
- Improved Metro Pulse based on customer feedback

## What's Next

- Improve information available to operators and dispatchers to respond to disruptions
- Improve real time customer data for detours and disruptions
- Develop predictive maintenance capabilities to improve reliability
- Implement HASTUS Operations Management software

## Workforce





- Increased class sizes in FY2026
- Implemented 4-day work week at Shepherd Parkway, improving work-life balance for operators
- Gathered operators' feedback on routes and run-time, which influenced FY2026 and FY2027 service changes


- Introduce new uniforms for operators
- Assess 4-day work week, with potential to expand at other divisions
- Modify training approach in FY2027 with smaller, more frequent new hire classes and restructured in class/in vehicle time

# Bus Service Today is More Consistent, Frequent and Connects to Where People Want to Travel

## Increasing Customer Access To:

 **Destinations**  
People can access **20,000** more jobs within 60 minutes on Metro

 **Frequent Service**  
**27%** more customers have access to service every 12 minutes or better

 **Midday, Evening & Weekend Service**  
**11%** more bus service on weekends and **6%** more during midday and evenings



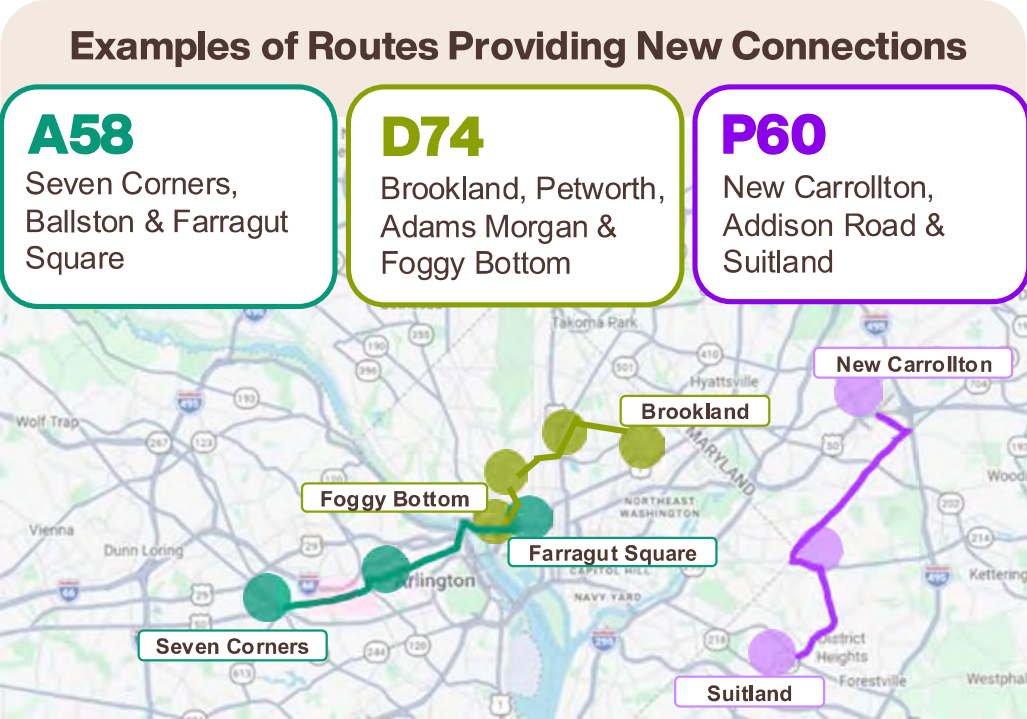
# Customers Can Access 20,000 More Jobs within 60 Minutes on Metro Compared to FY2025

## New Connections to Key Destinations

- Access to jobs on transit increased across the region (on average)

## New Direct Connections

- 1 in 6 trips are on new or extended direct routes, indicating that customers are using new direct connections to reach their destinations



# Frequent Service Drives Ridership

The network prioritizes high-frequency service that comes at least every 6 to 12 or 20 minutes

## Reallocated service to Frequent Service Network

27%

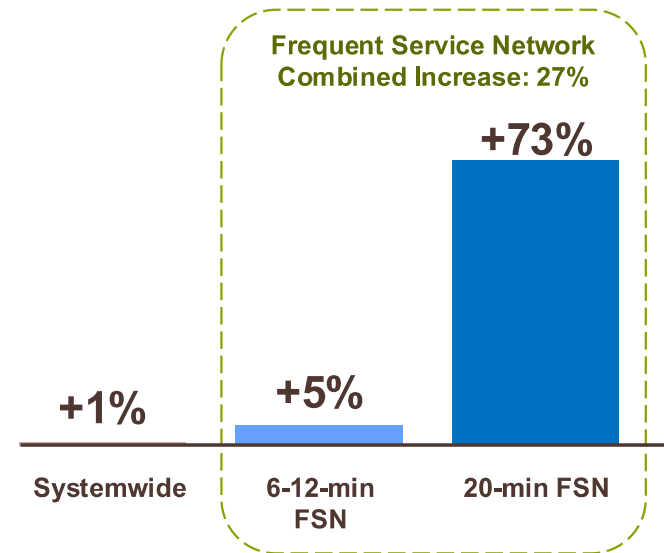
More service on the **Frequent Service Network**

- Increase largely from putting resources towards bringing routes into the Frequent Service Network (FSN)
- Average customer wait times have decreased

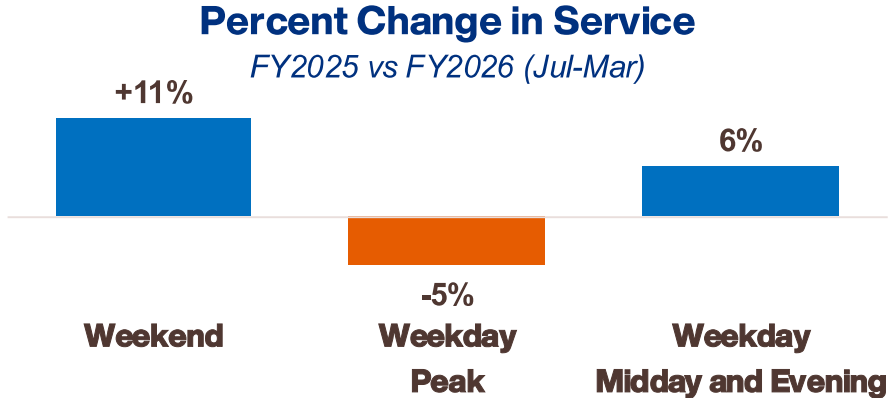
## Percent Change in Service

*Number of Bus Trips: FSN v. Systemwide*

New network has similar overall trips, with service redistributed toward FSN



# Improving Service during Midday, Evenings & Weekends



- Metro delivers more service on weekends **(+11%)**, and on weekdays during the midday and evening **(+6%)**
- Some service shifted away from the weekday peak **(-5%)**

## Example: P10 and P1X

**+33%** Increase in Weekend Ridership

- Doubled weekend service between North College Park and Rhode Island Avenue station
- Compared to the 83/86, more frequent service (every 12 mins vs 30 mins) and longer hours (until midnight Saturday and 10pm Sunday)
- Weekend ridership increased 33% (from 3.4k to 4.6k trips in Sept)



# Bus Performance Today is More Reliable and Convenient, with Opportunities for Improvement

Bus network provides more reliable and convenient service



## Improving Run-Time Reliability

On-time bus performance is the **best in 3 years** with the new network



## Reducing Crowding

Only **2%** of operated trips at or above seated capacity, less than in FY25



## Continued Missed Trips

Missed trips from operator availability **have increased**



# More Reliable, Less Crowded Buses

## Improving Run-Time Reliability

### Best on-time bus performance (OTP) in 3 years

- OTP is up by more than 1% compared to this time last year, even as traffic has gotten worse
- Better schedules mean better customer experience
  - Schedules built with more run time and recovery time between trips
  - Result in increased on-time performance and reduced bus bunching
- Bus priority investments would improve reliability and reduce cost to provide service

## Reducing Crowding

- 2 percent of operated trips at or above seated capacity through March 2026
  - 27 percent decrease (80 fewer daily) compared to FY2025

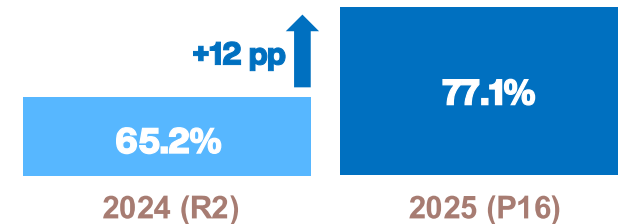
## Results in Action: Riggs Road (R2 v. P16)

**+12 pp**

OTP improvement on Riggs Road route from network redesign

- R2 was one of the least reliable routes in the previous network
- P16 now has more accurate run times and new layover requirements, improving reliability

### OTP: September 2024 v. 2025



# Missed Trips Continue to Impact Customers

## Continued Missed Trips

Missed trips account for only 3.5% of all trips but have a disproportionate impact on customer satisfaction

- There is a tradeoff between service delivery and overtime wages

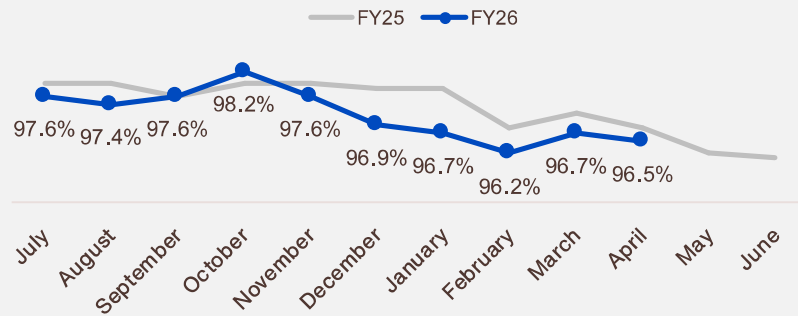
## Addressing Operator Availability

Bus operator availability remains a challenge that Metro is actively working to address

- Hired more operators by expanding class sizes, resulting in nearly 500 new operators graduating in FY2026
- 4-day workweek initiative will support service delivery
- Higher missed trips on Mondays and Fridays due to absenteeism

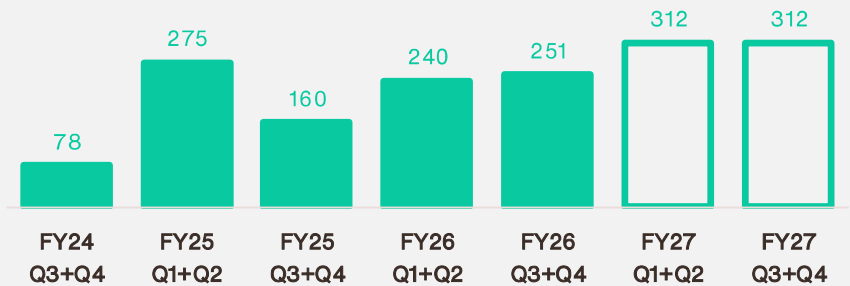
### Missed Trips Impact Service Delivered

Percent Service Delivered by Month



### Increasing Operators to Reduce Missed Trips

New Bus Operator Graduates by Six Months



FY27 estimates reflect current hiring schedule and projected training completion rates.

# Impact of 2024 Collective Bargaining Agreement on Absenteeism

**Local 689 Collective Bargaining Agreement changes are effective as of December 15, 2025**

## Changes

- Employees do not need to submit medical documentation to use Emergency Leave
- Employees are no longer required to be absent for three consecutive days to use sick leave
- Employees receive 2x discipline points for non-timely notification of tardy arrivals
- Digital tracking of tardy violations

## Impact on Absenteeism

- More employees held accountable with dismissals due to attendance up 29% year to date (84 YTD, 65 FY2025 YTD – all 689/922 staff)
- Overall bus operator absenteeism remained steady: 18% on average in FY2026 compared to 17.5% in FY24 and 18.5% in FY2025
  - 9%-10% of absences are known ahead or federally regulated reasons (e.g., vacation, FMLA)
  - 7% - 9% of absences are daily call outs, the majority also related to bargained (e.g., emergency leave) or federally regulated reasons
  - Use of leave without pay has fallen over FY2026
- Decline in tardy arrivals, from about 18 per day in FY2024 to 13 in FY2026

### Reducing Leave Without Pay

*Percent of bus operators absent without pay*



# Fully Staffing the Extra Board Reduces Missed Trips and Improves Service Reliability

The Extra Board ensures service operates as planned despite daily variability in staffing and operations

## Extra Board Uses

### Planned Absences

- Vacation leave
- Advanced notice sick leave
- Refresher training

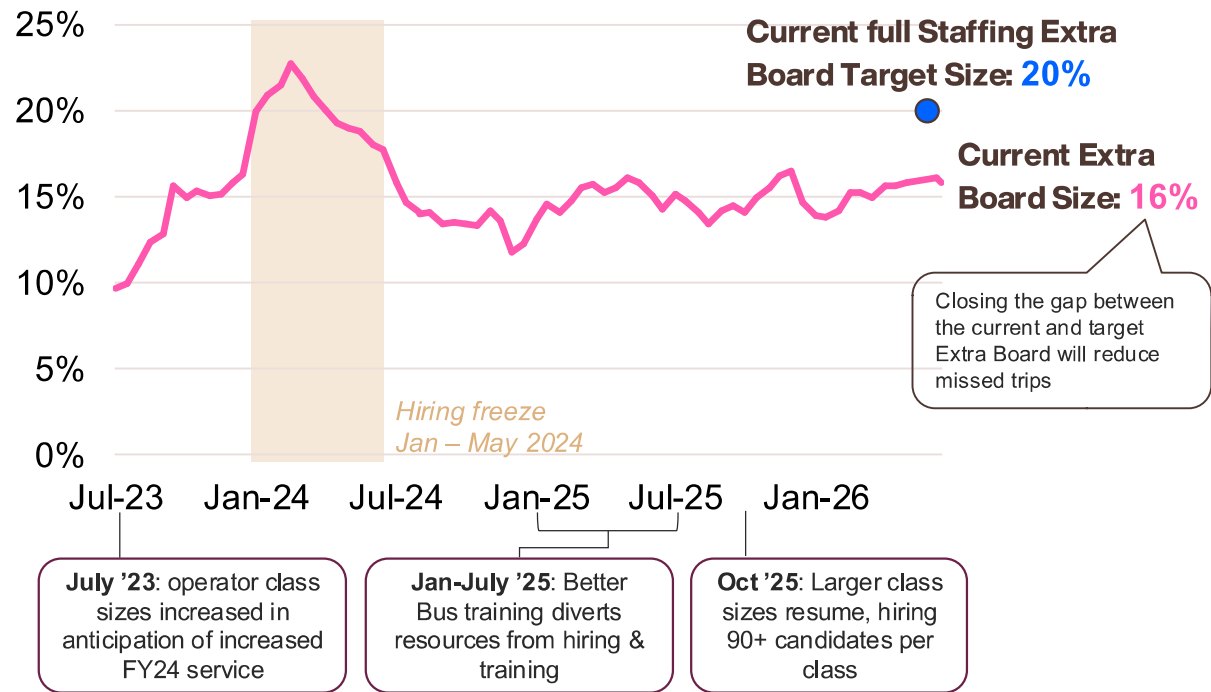
### Extra Assignments

- Special Events
- Rail shuttles (planned and emergency)

### Unplanned Absences

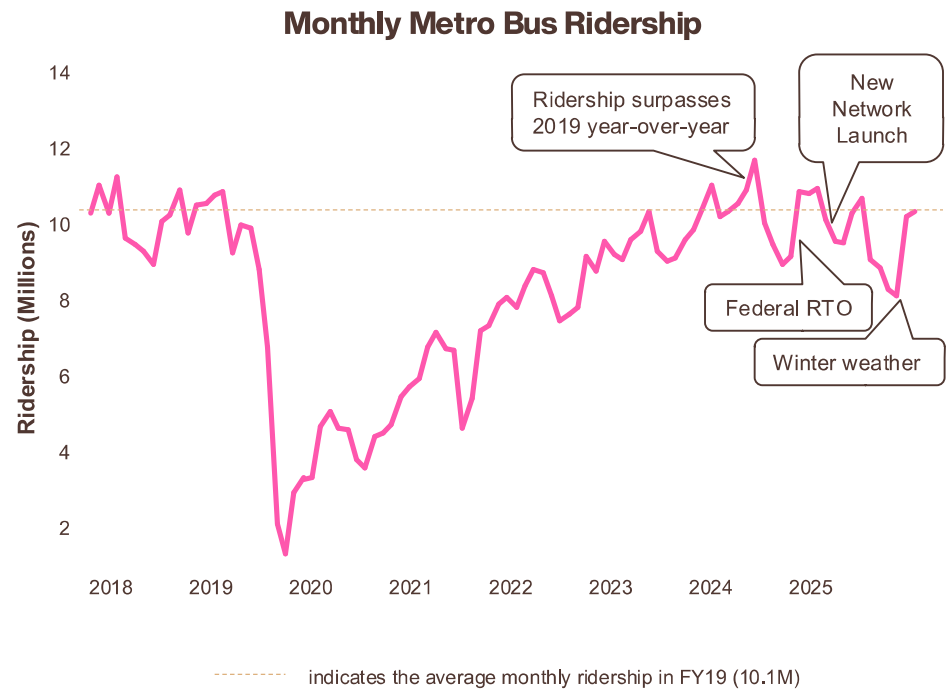
- Same day sick call-outs
- Late to work
- Collisions and other incidents

Historic Bus Extra Board Size



# Bus Ridership is Close to 2019 Levels, Despite Being Down Year-Over-Year

- October 2024: Metro Bus exceeded 2019 ridership, especially on weekends
- January 2025: Ridership began declining and is down 8 percent compared to FY2025
  - Federal return to office somewhat masked decline
- Travel speeds are slower and ridership declined even where service did not change



## Example: Georgia Avenue (DC)

D40/D4X operate identically to the 70/79, serving the same stops with the same frequency

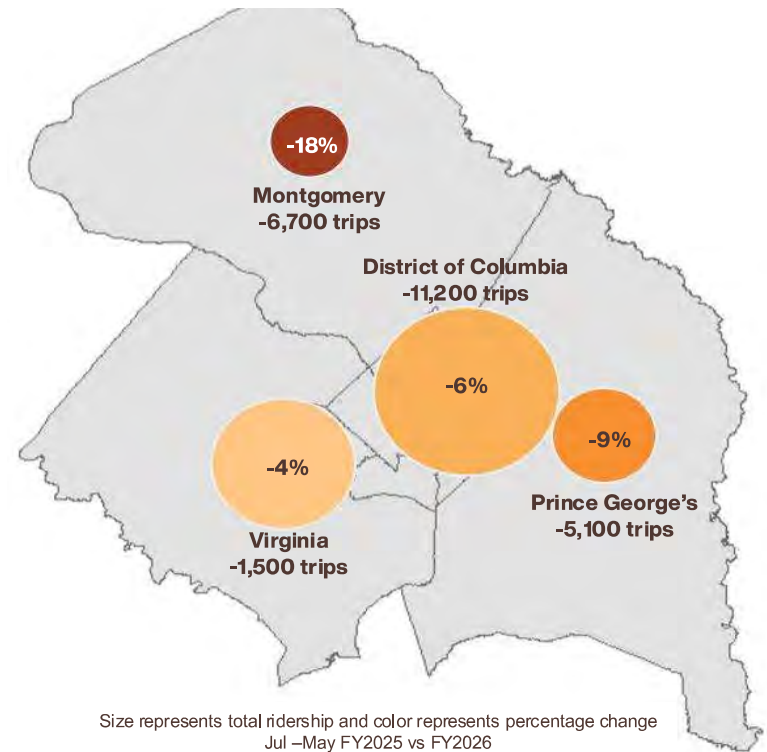
- 10% decrease in ridership (1.8k fewer daily riders) in the last year, including in the period prior to yellow line improvements
- Buses are slower due to congestion 9% decrease in bus speeds FY2024 – FY2026

# Many Factors are Impacting Ridership Regionwide

## Significant Factors Impacting Ridership

1. Route realignments comprise 25 percent of decline
  - Stops now served by Ride On, such as Veirs Mill Rd, and Prince George's County Transit (PGCT) previously carried more than 6k average daily Metro Bus customers
2. Ride On and PGCT ridership has increased, but those gains do not fully replace the ridership previously carried on Metro Bus service
3. Economic trends (e.g. unemployment, consumer sentiment) align with bus ridership declines
  - DMV: Higher job loss than any other major metro area (2025)
  - District: Lost 45k jobs since June 2025, now near COVID lows.
4. Growth from new services lower than where service was revised or eliminated

Change in Metro Bus Ridership (trips) by Jurisdiction



# Ridership is Growing Where We Invested In Service

**Peers' experience indicates that it can take 18 months or more for ridership to adjust and the last two months show positive signs**

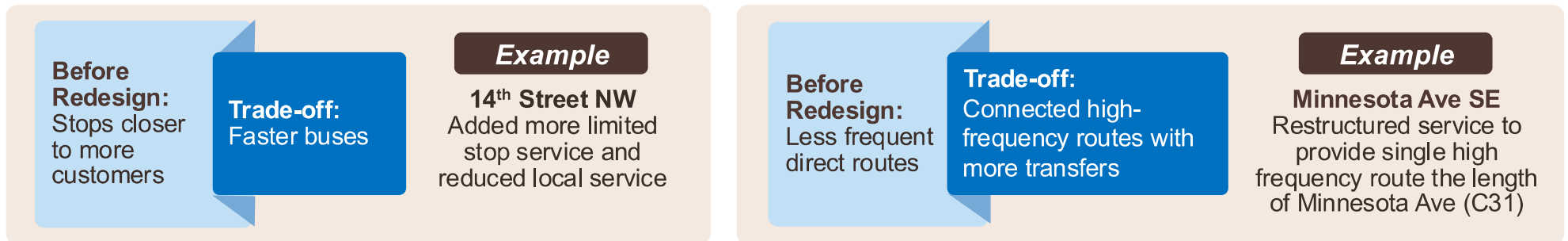
- Bus stops where we significantly increased service have had ridership gains
- Since April 2026, these gains are now greater than the ridership we lost at stops where we significantly reduced service
- New stops have been gaining ridership in CY2026

## Example: D70, D72, and D74

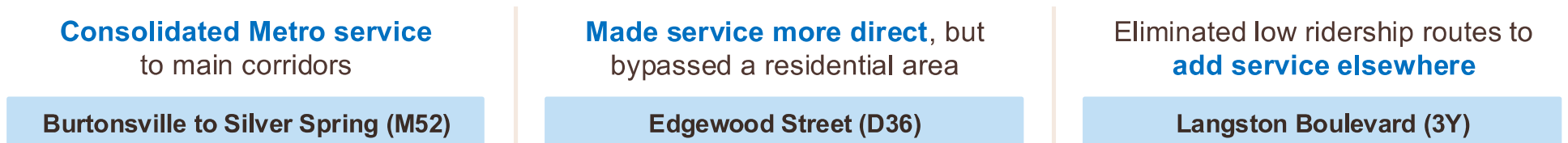
- Increased service compared to the L2, 42, 43, and H8
- In the first 6 months, ridership was up 3%.
- Since March, ridership is up 6% year-over-year



# A Resource Neutral Network Required Intentional Trade-offs



## Examples of Other Changes Impacting Ridership



*\*Branches served by regional partners*

# Customer Satisfaction Remains Strong and Steady

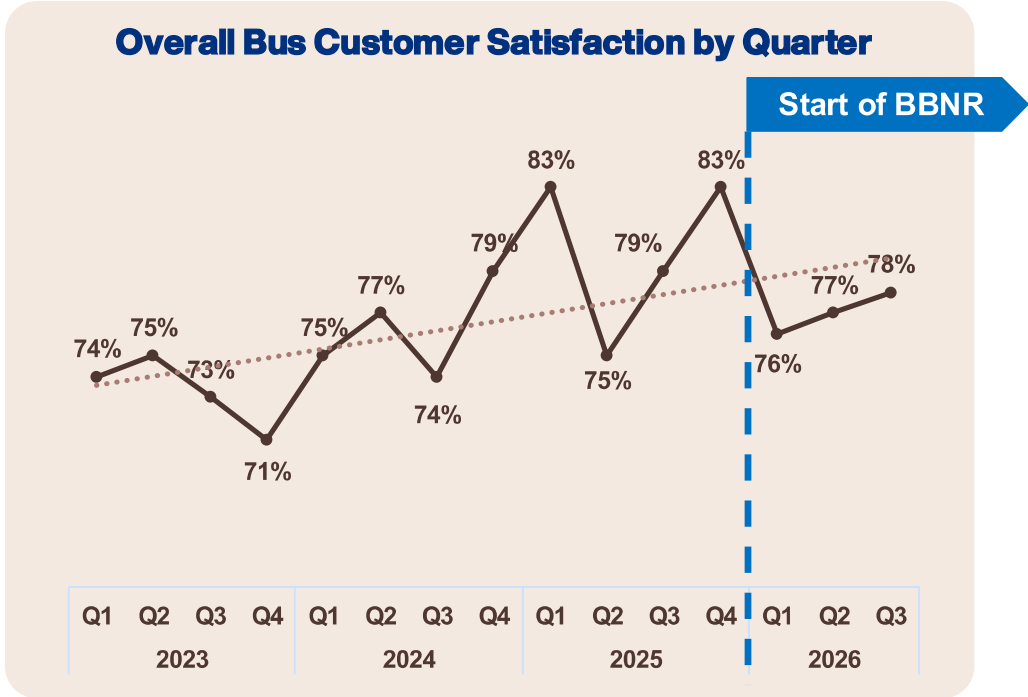
**Overall satisfaction is consistently high among peers, remaining consistent with both last quarter and the same period last year**

- Major satisfaction drivers are reliability, wait times, and travel times
- Key metrics remain relatively flat since the launch of the new network, with slight improvement in travel time perception

## Key Bus Customer Satisfaction Metrics by Quarter

Pre-BBNR (FY2025 Q3) v. Post-BBNR (FY2026 Q3)

Metric	Pre BBNR	Post BBNR	Change
Reliability	70%	68%	-2%
Wait Times	61%	62%	+1%
Travel Times	78%	83%	+5%*



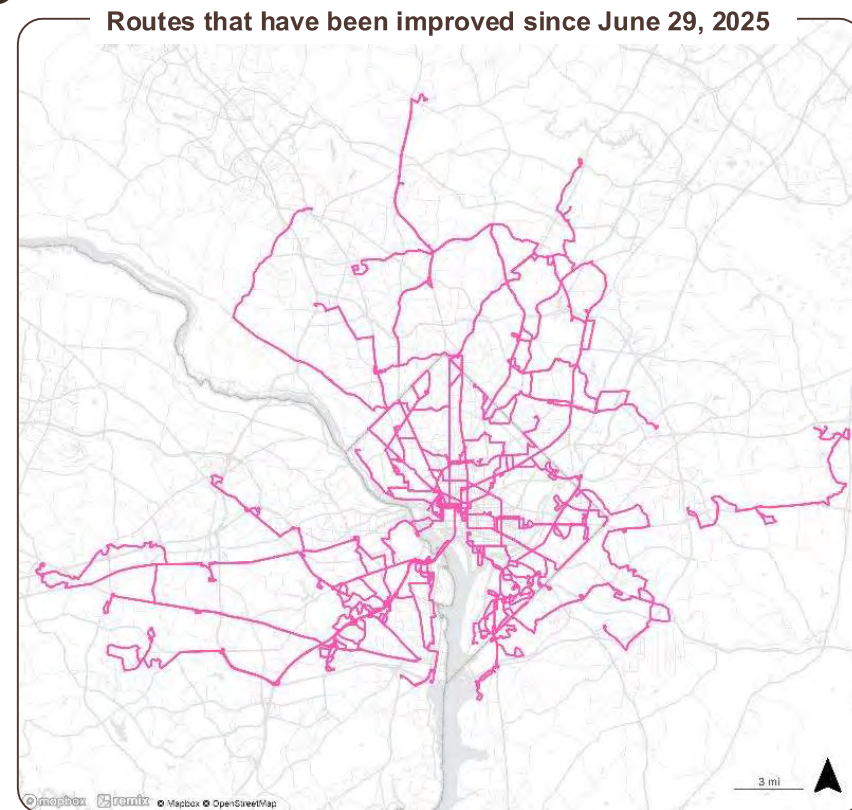
\*Only travel time has a change that is considered statistically significant based on sampling from customer research



# Metro Continues to Improve the Network within Existing Resources

**Made improvements to over 60 routes since implementing the new network, while building toward the Visionary Network**

- Investments were prioritized using data, customer and operator feedback, and planning expertise to maximize impact
- September and December 2025 changes focused on reliability, access, and efficiency, including:
  - Route adjustments and extensions (ex: C63, C25, C26)
  - Expanded service hours (ex: A40, A49, M52, P66)
  - Additional trips to reduce crowding (ex: C11, D94, F28, P62)



# Building Toward the Visionary Network

**Metro is not done improving bus service – we are continuously working to build the network our region deserves**

- Through the annual budget cycle, Metro uses data and customer/operator input to identify and prioritize service change recommendations that build toward the Visionary Network
- This allows Metro to incrementally improve service as resources become available

## Three Priorities for Continuous Improvement

 **Improve Performance**

 **Increase Access & Frequency**

 **Enhance Service Strategically**

### Bus Service Proposals

*Building toward a visionary network that will:*

- 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
- Deliver **more consistent frequent service all day and all week**

# Next Steps

## Operations & Workforce



- Using data and feedback to continue to improve service
- Conducting bus customer satisfaction survey
- Assessing 4-day work week, with potential to expand

### In Partnership with Region

Build toward Visionary Network

## Fleet & Facilities



- Procuring new 40- and 60-foot buses
- Expanding digital signage to all new buses
- Continuing to modernize bus garages
- Updating capital plans for feet and facilities

## Bus Reliability



- Expanding headway management on additional high-frequency routes

### In Partnership with Region

- Implement bus priority, with emphasis on DMVMoves corridors
- Advance Next Gen TSP
- Expand Clear Lanes to Maryland and Virginia

## Bus Amenities



- Procuring and installing e-paper signs at additional stops
- Updating Fare Policy and Systems Modernization Strategy

### In Partnership with Region

- Develop and install regional bus flags
- Continue to advance regional fare integration and consistent discounts

# Appendix

# Network Redesign Guiding Principles

**On September 22, 2022, the WMATA Board approved principles that guided the project approach and decisions**

- Ensure a customer-focused and regional perspective
- Engage and communicate authentically, inclusively, and transparently
- Ensure equity is a value throughout the project
- Allow customers' input, region's needs, data, and service guidelines to drive decisions
- Attract customers with frequent, reliable, connective service
- Make cost-effective and data-driven business decisions

# Metro Bus is More Efficient

*Investments have resulted in a more useful network at a lower unit cost*

	FY2020 Budget	FY2026 Budget	FY2027 Budget	Change from FY2020
<b>Metrobus</b>				
Revenue hours	3.8 million	4.2 million	4.6 million	+19%
Revenue miles	37.0 million	38.4 million	41.9 million	+13%
Operating cost per revenue hour	\$210.95	\$207.01	\$200.19	-5%

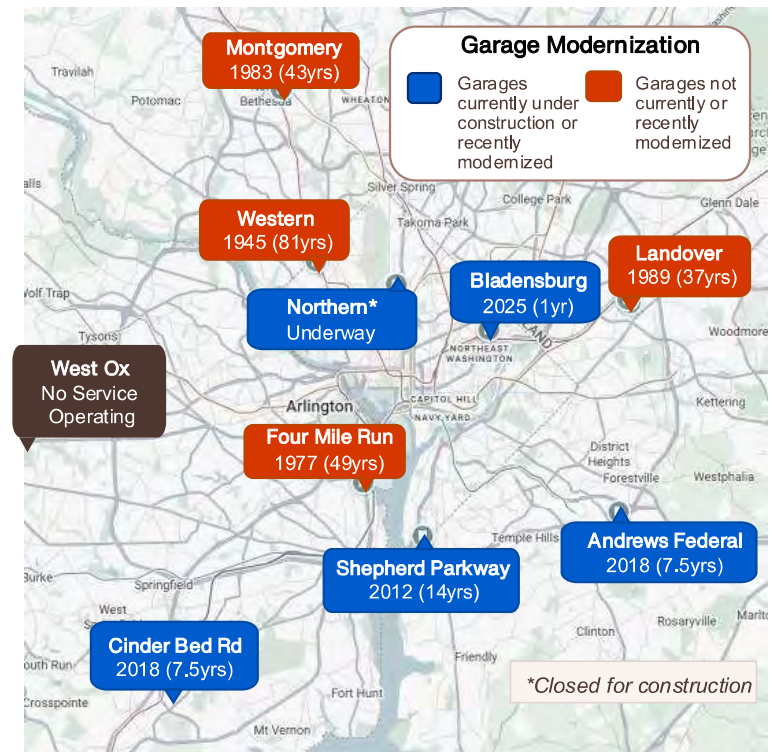
Note: Operating costs adjusted for inflation using U.S. Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W) for DC-VA-MD-WV region



# Modernizing Bus Facilities Increases Safety, Productivity, and Work Environment for Operations and Maintenance Workforce



## Age of Metro Bus Facilities



# Case Study: 14<sup>th</sup> Street

## Trade-off: Faster buses v. stops closer to more customers

### Change with New Network

**Route Design:** Added more limited stop service and reduced local service

#### Pros

- More service that is faster for customers
- Trips are up to 5-7 minutes faster on the D5X

#### Cons

- Further walks for some customers
- Uneven wait times for the D50 and D5X

**Result:** Ridership is stronger than on nearby routes and has shifted along the corridor

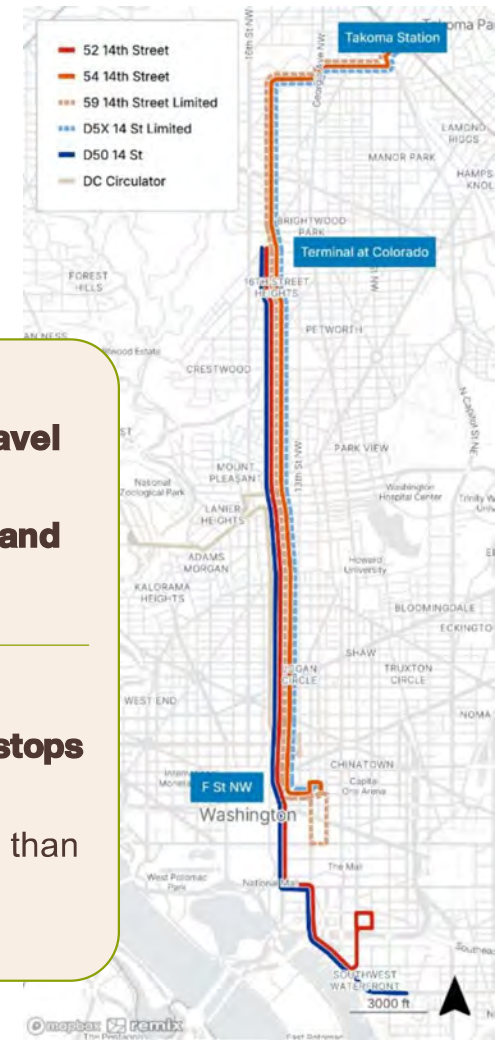
### Customer Feedback Response:

#### What We Heard:

- Customers reported **faster travel times on the D5X**
- Some reported **longer walks and wait times**

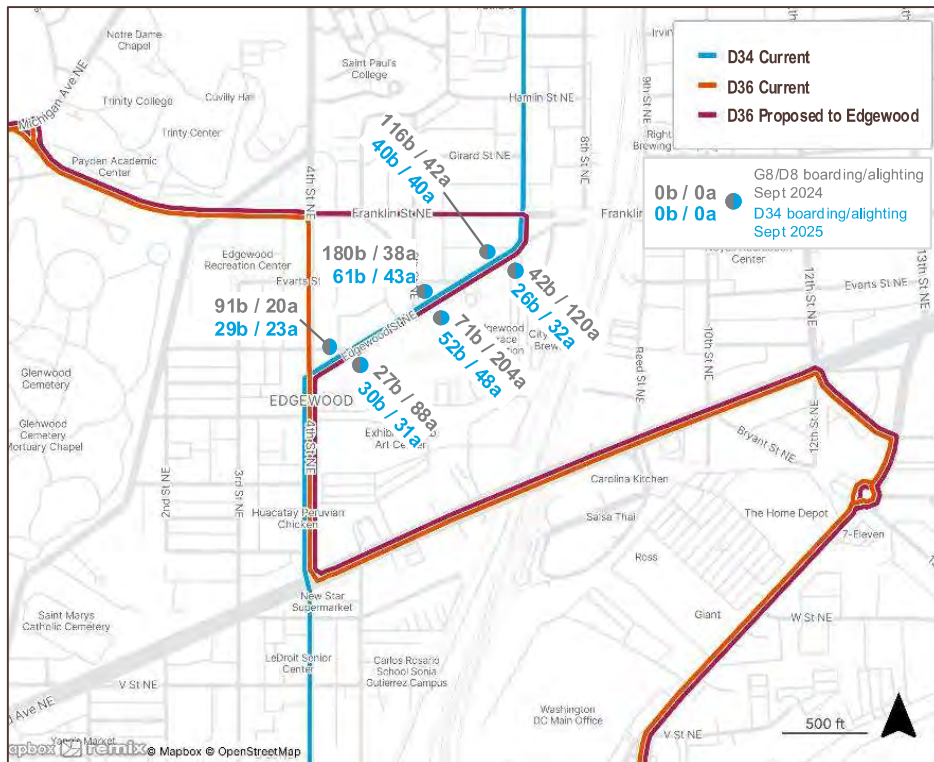
#### How We Responded:

- Introduced pair of **additional stops to the D50**
- Results in closer stop spacing than directed in Metro's guideline



# Case Study: Edgewood

**Trade-off: “More Direct Service” on D36 in the initial Better Bus Network ended up making a key destination for senior customers require an additional transfer**



## Change with New Network

**Route Design:** Two routes previously served Edgewood St. The new network maintained one route on Edgewood St while the other route bypassed that neighborhood to provide more direct service.

### Pros

- Faster trips for customers on the route that bypasses Edgewood Rd

### Cons

- Roughly half as many buses serving stops along Edgewood

## Customer Feedback Response:

### What We Heard:

Customers along Edgewood want a direct route to the hospital, which they lost when the route was adjusted to bypass the neighborhood

### How We Responded:

Proposed an adjustment to the D36 to serve Edgewood and provide customers on Edgewood direct service to the hospital in FY27 budget

# Case Study: Minnesota Ave SE

**Trade-off: Less frequent direct routes v. connected high frequency routes with transfers**

## Change with New Network

**Route Design:** Restructured to provide a single high frequency route the length of Minnesota Ave via C31

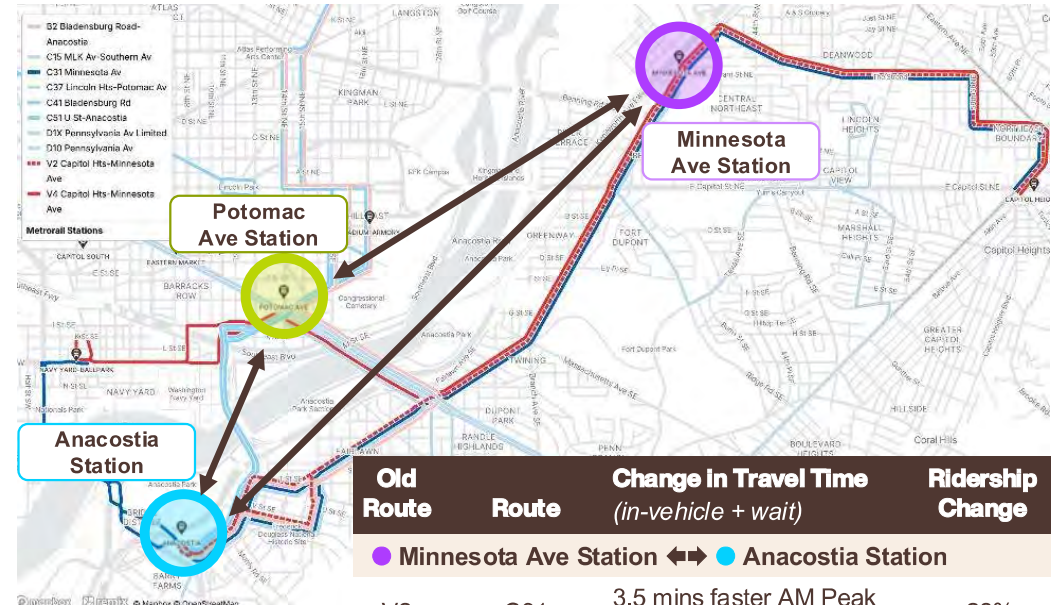
### Pros

- C31 increased service (bus trips) by 8% compared to V2 & V4
- Ridership up 4% on C31, primarily between Anacostia Station and Pennsylvania Ave

### Cons

- New bus/rail transfer north of Pennsylvania Ave. between Potomac Ave. and Minnesota Ave. Stations (previously single seat ride on V4)

**Result:** Customer trips are faster. Ridership grew where service was added but fell where transfers are now required.



**Customers Traveling Between...**

Old Route	Route	Change in Travel Time (in-vehicle + wait)	Ridership Change
<b>Minnesota Ave Station ↔ Anacostia Station</b>			
V2	C31	3.5 mins faster AM Peak 10.5 mins faster Midday	+28%
<b>Minnesota Ave Corridor ↔ Potomac Ave Station</b>			
V4	C31 + D10/ D1X/C37	1 minute faster, but involves transfer	-11%
B2	C41/C51 or C15	Up to 3 mins faster AM Peak or 5.5 mins faster Midday	