

Better Bus Dispatch

August 2025

Welcome to the **Better Bus Dispatch**—your up-to-date news source for Metro's **Better Bus** initiative!

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Watch Now: A Ride Through Metrobus History



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Winding Down the Better Bus Dispatch

By the Numbers: All Hands on Deck!

Leading up to the launch of YOUR new bus network, the **Better Bus Squad** hit the streets to help customers navigate their new routes—meeting folks on buses, at stops and stations, and in neighborhoods across the region.

They weren't alone. **Hundreds of Metro employees** teamed up with the Squad at **more than 375 events** from April through early July, answering

questions, handing out information, and making sure customers felt confident and prepared for the changes ahead.



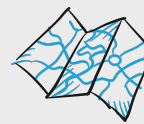
Together, the Metro team brought the new network to life via:



376 in-person events



174,000 in-person interactions



110,000 informational brochures handed out

Now *that's* how you move a region forward!

Next up: Back to school! As summer vacation winds down, we are ramping up our outreach efforts to make sure students and families have the information they need to navigate back-to-school on the new bus network.

Visit our new back-to-school webpage, which features new information to help you plan your trips for the upcoming school year. The Metro team will

The Final Edition: Don't Miss These Post-New Network Updates
also be at 15 additional events across the community to help spread the word
to students and families.

VISIT THE BACK TO SCHOOL PAGE



Now Playing: From Here to There by Metrobus

Ever wonder what it was like to ride Metrobus in 1973? Or what it meant to be a bus operator back in the early days?

Take a ride through history with our new video series, *From There to Here by Metrobus*—a nostalgic look at how Metrobus began, how far we've come in 50+ years, and the people who helped shape the system along the way.

From vintage footage to firsthand stories, these short films celebrate the legacy and evolution of a transit system that continues to connect our region every day. **Click below to watch!**

Episode 1: History of Metrobus



Episode 2: A Changing System



Episode 3: The People That Keep You Moving



Check out our full collection of Better Bus videos on our Better Bus YouTube channel.

[VIEW THE BETTER BUS YOUTUBE CHANNEL](#) 

Next Stop: Adjusting and Adapting

We know change is difficult, and we are grateful to our customers for their patience and support. Your continued feedback has helped us pinpoint what may need fixing, tweaking, and optimizing as we continue to operate the new bus network. Here's what we're working on:

- **Bus Stops and Signs:** At launch, we identified about 200 bus stop signs that were mislabeled, had not been installed, or were posted at the wrong locations—we've corrected about 35 percent of these issues and are working to complete these fixes ASAP. We are also removing the signs at bus stops that are no longer served.
- **Data Improvements:** In July, we completed an update of our data that feeds Trip Planner, MetroPulse, and third-party apps to reflect initial corrections identified after the launch of the new network. We're identifying additional corrections for the next update in September.
- **Station Signage:** We've identified stations and transit centers where additional signage could help customers find their bus bays more easily. We've created custom signage plans for our top 20 highest-ridership locations to help customers navigate better, and those signs are being installed now.
- **Service Comments:** Since launch, our Customer Service team has received calls about routing, hours of operation, frequency, and bus stops. We are reviewing these comments as well as running time, crowding, and other performance metrics. This information guides future service changes so that we can continue to improve Metrobus service.

We continue to listen and work to improve your service. You can continue to share your feedback by contacting Metro's Office of Customer Service by phone at (202) 637-7000 (M-F 7am-8pm; Sat-Sun 8am-8pm) or online at the link below.

CONTACT METRO CUSTOMER SERVICE



Better Bus Spotlight: The Better Bus Ride & Vibe Playlist is Here

The new bus network has arrived—and every great journey needs a soundtrack!

To celebrate the launch of Metrobus's new routes, we've put together the **Ride & Vibe Playlist**—a mix of smooth grooves, road-trip jams, and city-slicking anthems curated by the folks who help keep Metro moving.



We asked you to vote on your favorite album cover on X, and 44 percent of you chose the Charli XCX-inspired “bus” album cover. It’s simple, it’s to the point, and it’s completely different, but also still “bus.”

It’s the rhythm of the road, the beat of the street, and the soundtrack to your seat. So, hop on, press play, and let the ride set the mood.

LISTEN ON SPOTIFY 

LISTEN ON APPLE MUSIC 

Let’s Keep in Touch!

Yes, your new bus network is here, but the improvements to all aspects of Metro’s bus service will keep coming. After 35 editions, the Better Bus Dispatch will come to a close, but we’ll continue to keep you up to date on what’s happening at Metro. You can always find the latest news at [wmata.com/news](https://www.wmata.com/news) or through our Metro Express newsletter.

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