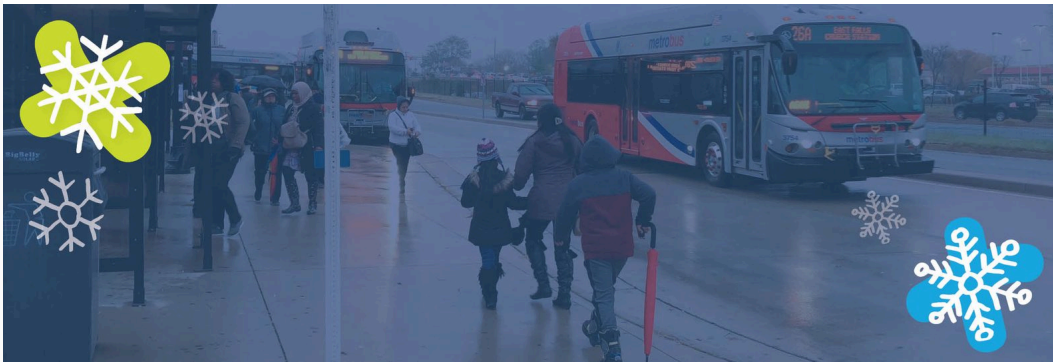




December 2022

Your up-to-date news source for Metro's **Better Bus** initiative



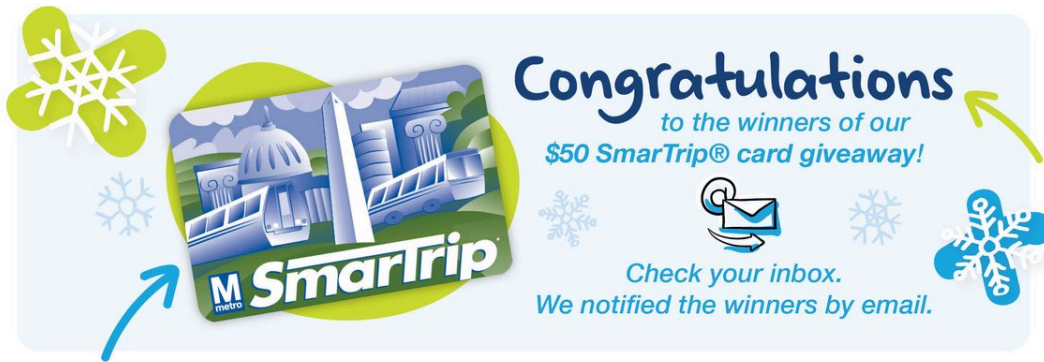
We asked; you answered!

Thank you! From bus customers and bus operators to community members and civic leaders, we interacted with over 11,000 people and collected over 6,500 surveys. In reviewing your feedback, here are a few things that stood out to us:

- **45% of respondents** rated the bus service as “very good” or excellent. (That means 55% of respondents see room for improvement—that’s what this next phase of Better Bus is all about!)
- **Shorter wait times** and **buses that arrive on time** were your top priorities.
- Survey responses tell us that **customers of color and low-income customers report having to walk farther and wait longer for their buses** to arrive compared to white customers and higher-income customers.

Find a full summary of our findings and an overview of our engagement efforts using the link below!





Don't take our word for it!

At 18 pop-ups across the DMV, we asked people to share one word to describe bus service today and one word for bus service in the future. See what your neighbors said in the video below. Spoiler alert: one word was not enough!



A Deeper Data Dive

In our October issue, [we told you about all the data](#) that we use to plan bus service. So now that we have this data, what are we going to do with it? We will combine it with the input we just collected from you and the community to develop the best network options.

Take travel times, for example. Getting you where you need to go faster and more reliably is one of the top priorities of the Better Bus Network Redesign. Using data on where and when trips are actually happening across the region and how long those trips take, **we found that some trips in the region take twice or even six times as long when made by bus** compared to a door-to-door service, like a taxi. We're looking at where those unreasonably long travel times are happening as places where service should be improved. And those improvements could include

changes like shorter wait times and more direct buses to where people really want to go.

Our analysis helps us understand how well bus service is:



Bringing these analyses together, we identify how, where, and when the bus system could be improved.

Next Step...Network Options!

With 2022 coming to a close, we are continuing to work behind the scenes to deliver you network options that will show you what an improved bus network—with changes to routes, frequencies, and times of service—could look like. These options will come in Spring 2023, and we can't wait to get your feedback on them. Expect more info in the new year!



Tell a Friend about Better Bus

We're so happy to partner with you on this important project and you can help others get involved, too, with our [Tell a Friend](#) campaign. Help spread the word so others in your community can help us build a Better Bus for our region.

Why should you invite others to subscribe to this newsletter? Well, you can think of it as giving a gift. Give your friends, family, and neighbors the gift of helping shape our future bus network. The more people who receive this newsletter, the more people can share their feedback and make the bus better for everyone!

[Click here to tell a friend about Better Bus!](#)



Test Your Knowledge!

How well do you know the region's bus system? No prizes, just bragging rights.

What is the bus route with the highest ridership in the Metrobus system?

- [A. Route B2](#)
- [B. Route X2](#)
- [C. Route 70](#)
- [D. Route D8](#)
- [E. Route 33](#)



How did you do on our last quiz?

What anniversary is Metrobus celebrating in 2023?


The correct answer was **50 years**. Happy golden anniversary, Metrobus! Kudos to all of you who guessed correctly, and good luck on this next quiz! Check back in the next edition to see how you did.



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