

Better Bus Dispatch

February 2025

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

In This Issue...



New Network Launch Date



Next Stop: Implementation!



The Ingredients of a Better Bus Network



Starting 2025 Strong

After a brief winter break, we are back and excited to deliver timely and important updates on Metro's Better Bus initiative.

Routes to Progress: New Network Launch Date

The Metro Board of Directors unanimously approved and adopted the 2025 Better Bus Network! The 2025 Network is **YOUR** new bus network, developed through over two years of data analysis and community engagement, and represents Metro's commitment to improving service and connections using the resources we have today. **This year, on Sunday, June 29, Metro will implement this new bus network and change all bus route names.**



We've been hard at work behind the scenes preparing for implementation. Rolling out a brand-new bus network requires several major efforts—including writing schedules for every bus route and stop, training operations and communications staff, updating bus stop signs, maps, and websites, and ensuring our systems and data are updated to provide accurate customer information.

Later this spring we will update the Trip Planner so you can plan your exact route using starting and ending points, but for now you can see each route laid out on a map at wmata.com/betterbus.

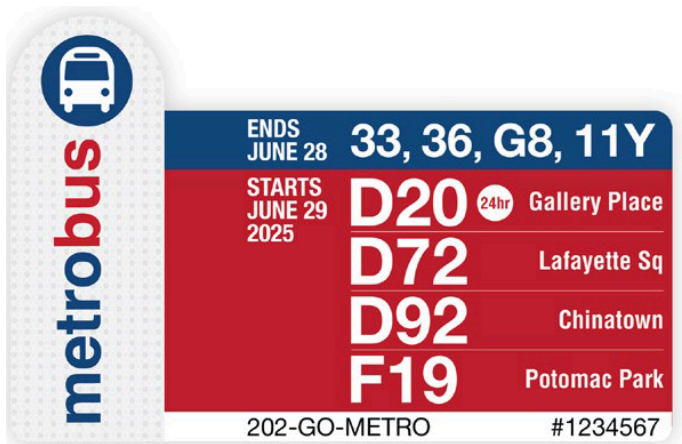
VISIT THE WEBSITE



Next Step: Implementation!

With final approval and adoption of the 2025 Better Bus Network from the Board, we are working to launch **your new bus network on Sunday, June 29!**

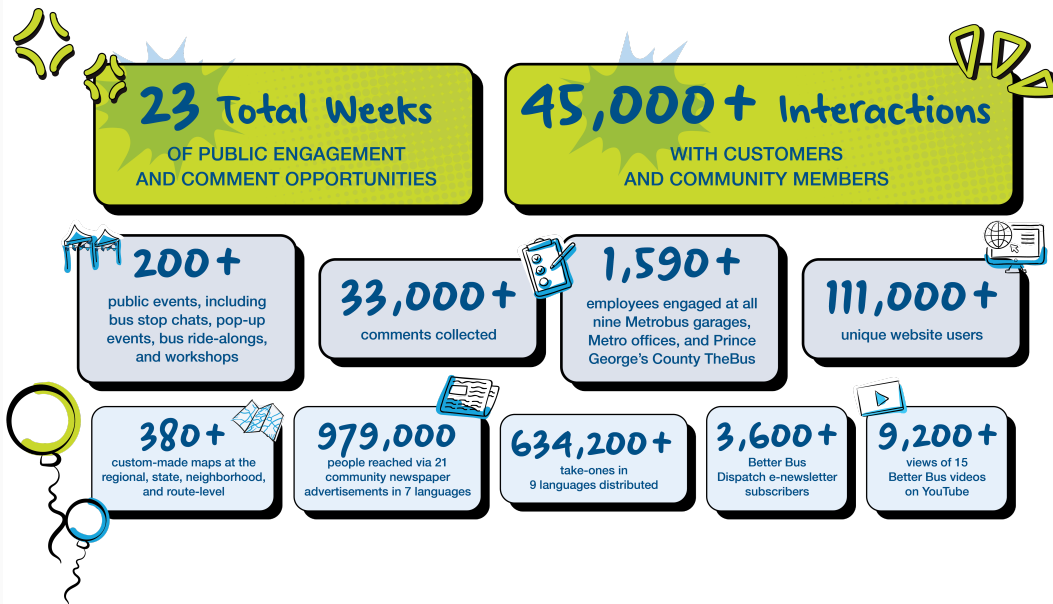
- Over the next few months, **2,400 Metrobus operators** will undergo rigorous training until the new network is launched on June 29.
- In March, you will begin to see **new bus stop signs** installed across the system. The new signs will continue to list existing Metro routes, while including the name and destination of the new network routes. This strategy allows us to update **the nearly 7,000 bus stop signs** across the region in time for June 29, without sacrificing the information you need to know about our existing service.



[LEARN MORE ABOUT THE NEW SIGNS](#)

By the Numbers: The Ingredients of a Better Bus Network

Want to learn more about what we heard from the community? Check out our engagement summary below—and stay tuned for more numbers in future issues of the Better Bus Dispatch!

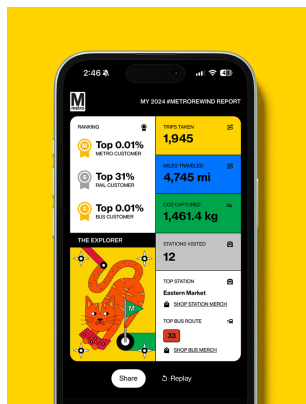


[VIEW THE FULL ENGAGEMENT SUMMARY](#)

Better Bus Spotlight: Starting 2025 Strong

2025 is off to a busy start for the Metro team, and we are excited to continue to support our customers and communities in fun and meaningful ways.

- **In January**, we released our **second annual personalized ridership report, Metro Rewind!** It builds off the success of last year's "Your Metro Report," which nearly 100,000 customers used to learn about their ridership activity from 2023. This year, Metro Rewind includes more data analytics and creative elements to help users celebrate their ridership on Metro and learn how their travel patterns factor into their DMV identity. [Learn more about Metro Rewind!](#)
- **In February**, we invited the public to participate in the **"Fill-A-Bus" campaign** to drive out hunger and food insecurities in the region. For the seventh year in a row, Metro brought Metrobuses to Giant Food locations across the DMV and asked the community to bring donations from home or stop at the store on their way to Metro to drop off donations before taking the train or bus. [Read more about the Fill-a-Bus campaign!](#)
- **Also in February**, we honored **Civil Rights pioneer Rosa Parks** on her birthday, February 4, by placing signs on all trains and buses reserving a single seat for Parks and her history-changing act of brave civil disobedience against racial segregation on public transit. Metro has previously honored Parks' legacy by reserving a seat with a special sign on all buses, and for the first time, a reserved seat will be saved on every train as well. [Learn more about Rosa Parks Day!](#)
- **Last but not least, we've launched our new Customer Service phone number!** The **202-GO-METRO** number is a new addition for customers and was selected to help customers easily remember how to contact customer representatives for services like trip planning or maintenance reporting.



Tell a Friend About Better Bus!

Your new bus network is coming soon—and you can help your friends and neighbors stay up to date on the latest information as we roll it out! Forward the Better Bus Dispatch to your friends so they can be the first to know about what's next. We're glad to keep you up to date through Better Bus Dispatch, and hope you will bring in others to learn more about this project, your new and improved bus routes, and all the connections they will unlock across the region.

CLICK HERE TO FORWARD!



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