



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



## You Are What's Better About Better Bus!

We're taking a fresh look at how the bus serves you, our customers. Route changes, stop locations, times of service — we're considering all of these issues with your input. We want to increase your access to frequent and reliable service—share your vision with us! Over the past month, we've talked with thousands of you—our customers, community members, advocates, employees, and elected officials—about what you want in a Better Bus network. And we thank you for your valuable feedback!



- **10,000+ people** have interacted with us at pop-up events and bus stop chats (with more on the way!)
- **1,300+ interactive activities** have been completed at our pop-up events
- **4,000+ people** have completed the survey to provide their feedback

Here's what you've told us:

"The bus is good... and I would like it to be better."

"I would like to see stops closer to my home and less transfers."

"We need cleaner buses, less crowding, and on-time arrivals."

There are still some great opportunities for you and your community to provide input before November 11.

- **Have you [taken our survey](#) yet?** We're using what you tell us to make changes to the bus network and experience---make sure we have your input by Friday, Nov. 11! Not only will your voice be heard, but you'll also have an opportunity to win a \$50 SmarTrip® card.
- **Share our [Communications Toolkit](#), with your friends, organizations and neighborhood groups**, which includes helpful project informational materials and sample text and images for your own e-newsletters and social media channels
- **Come [meet the project team](#)!** The Better Bus team will be hosting a "drop-in" ahead of the November Riders' Advisory Council meeting. Stop by and say hi from 5:30-6:30 p.m. on Wednesday, November 9 at Metro's Headquarters near L'Enfant Plaza Station (300 7th Street SW, Washington, DC 20024).



## Getting to Better

Starting in January 2023, we'll move into **Phase 2** of our network redesign. This is the part where we'll begin to develop future bus network options. In spring 2023, we will share those options publicly for your feedback. Each network option will serve the travel needs of the region in different ways, and we'll seek your feedback again to determine which is best for our region. Read more about the different phases and timeline for the Better Bus project at the link below.

Learn More

## Behind the Scenes

Did you know this project doesn't just include Metrobus routes? Learn which regional bus providers are included in our network redesign in the video below. Metro's Director of Bus Service Planning & Scheduling Al Himes shares some insights behind the Better Bus network redesign and Metro's important collaboration with regional partners.



## Next Step... Get Those Burning Questions Answered!

Want to know what it takes to redesign a bus network? Do you enjoy geeking out about transit data or technology? Come meet the team that's working to bring you Better Bus service!

Join us **Wednesday, November 9, from 5:30-6:30 p.m. at the [new Metro Headquarters](#) at L'Enfant Plaza** for our "Meet the Project Team" event. This will take place right before the November Metro Riders' Advisory Council meeting. All are welcome!

*To request special accommodations under the Americans with Disabilities Act, American Sign Language or other language interpretation services (free of charge), contact the project team at 202-919-3984 by November 6 so Metro can make the necessary arrangements.*

## Test Your Knowledge!

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

**What anniversary is Metrobus celebrating in 2023?**

- [A. 15 years](#)
- [B. 27 years](#)

[C. 35 years](#)

[D. 50 years](#)

[E. 75 years](#)

## How did you do on our last quiz?

### What is the longest bus route in the Metrobus network?


The correct answer was **Route 5A**! 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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