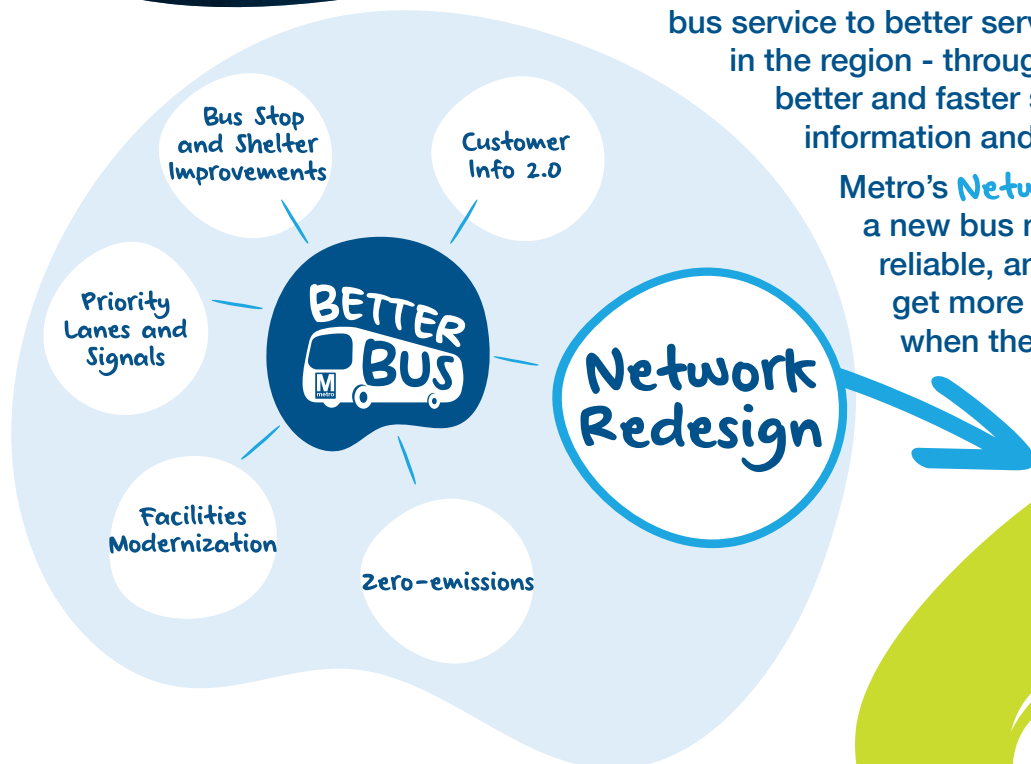




Network Redesign

Better Bus is an initiative to rethink, redesign, and revitalize bus service to better serve the needs of customers in the region - through new facilities and buses, better and faster service, and better customer information and amenities.

Metro's **Network Redesign** is creating a new bus network that is fast, frequent, reliable, and easier to understand. It will get more people where they want to go, when they want to go.



The Better Bus network redesign will:



Increase access to frequent service



Align network with development and travel patterns



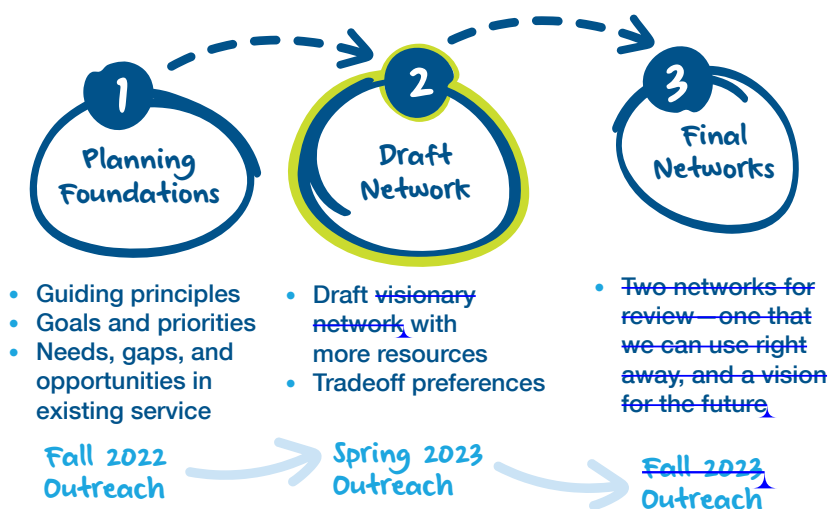
Enhance equity and customers' access to opportunities



Make the system easier to use and understand



Project Phases and Outcomes





Metro's Board of Directors has adopted the following guiding principles for the network redesign:

- 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

Engagement Strategies at a Glance

Customers

Multilingual Surveys and Information

Bus Stop Chats and Ride-Alongs

Webinars and Virtual Events

Workshops and Pop-Up Events

Print and Digital Signage on Buses and in Stations

Jurisdictions and Community Organizations

Technical Committee

Community Connections Committee

DOT Director Listening Sessions

Elected Official Briefings

Community Organization Engagement

Metro Workforce

Employee Podcasts, Newsletters, and Videos

Coffee Chats

Customer Service Training

Union Leadership Meetings

Operations Preview Parties

Other Community Engagement

E-Newsletters

Videos

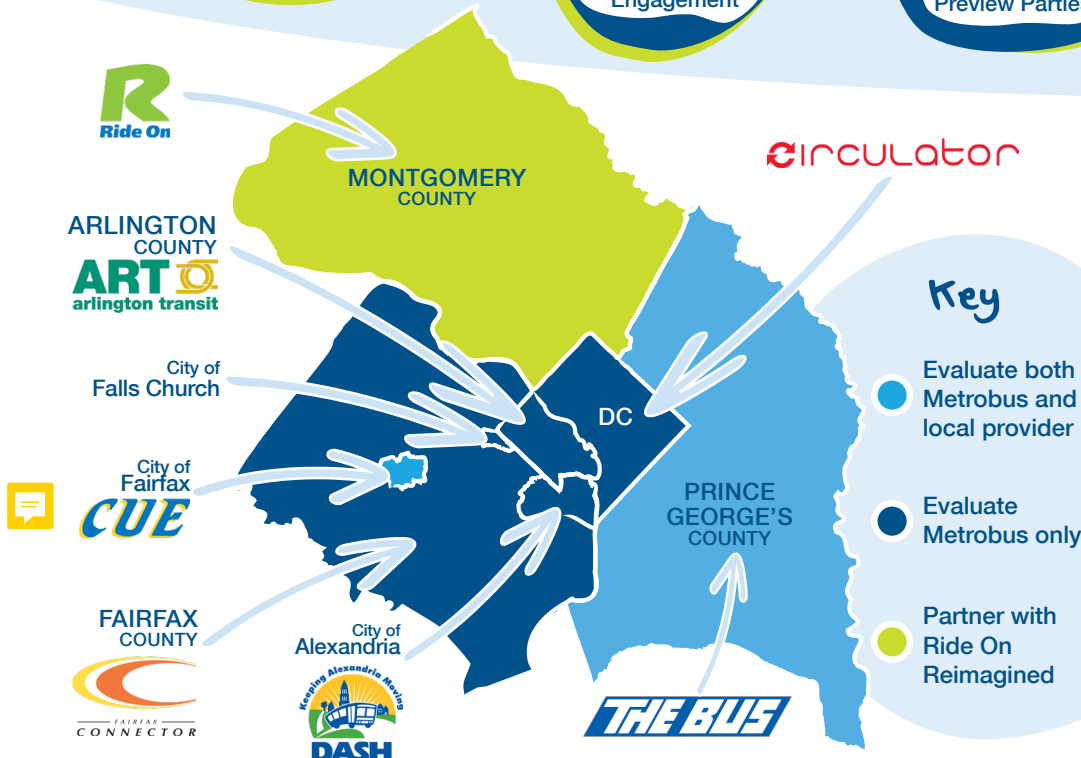
Briefings

Digital Communications Toolkit

Fact Sheet

Social Media

Multilingual Print and Digital Advertising



Regional Bus Partners

The network redesign covers Metrobus as well as TheBus in Prince George's County and City University Energysaver (CUE) in the City of Fairfax. Metro is collaborating with other providers to effectively and efficiently integrate existing and new bus networks and services.