**Transcript**

May 16, 2025, 1:04PM

 **Cianciolo, Renee L.** 0:11
Good morning, everyone. Who is joining us for our info session today on better bus and becoming a better bus partner.
We'll get going here in just a few minutes as we'll have just a few more attendees, so give us just a moment and we'll get going.
Thank you very much.
And for those of you who just joined, thank you so much.
Again, this is our founder.
Bless our new network implementation information session.
We'll get going here.
We'll just give it just one more minute to allow others to join.
We appreciate you coming this early.
We'll hopefully get you all your questions answered and all the information you need about the new network.
And also becoming a better bus partner.
Thank you so much for joining us this morning.
ING.
All right. Well, good morning, everyone.
My name is Renee Cianciolo.
I'm outreach manager here at Metro and again thank you so much for joining us.
This is our information session to go over our better bus, our new network implementation for all of our bus network changes to all of the routes, the route names and so forth.
Again, we want to provide you.
A little bit more of a deeper dive into.
Into the new network and again, how to help us share the message with all of our.
Customers throughout the region. So thank you for joining us this morning.
We have a few.
Speakers today I'm going to hand it over to my colleague Kelsey, who will get us through our agenda and just some housekeeping on using teams and so forth and.
And our VP of planning.
Allison, and we'll get all this information out to you.
Thank you again for joining us and Kelsey, take it away.

 **Kelsey Saunders** 4:03
Thanks, Renee.
Thank you so much.
Hopefully everyone can hear me.
I'm loud and clear.
Yes, we're good.
Perfect. Perfect.
Thank you for joining us for the better bus, new network information session. All we folks this information session provides you with the knowledge and resources for you to support and inform your communities about the new bus network. Your support is critical in our combined regional efforts to ensure.
Everyone who rides the buses are informed about all the changes.
Know when the changes take place, where and how to use the resources.
Is available to plan out their new bus travel.
Now this information session just to go over the agenda.
Just a little bit and kind of review some housekeeping.
The agenda will start.
We'll talk about the Betterbus network redesign.
We'll have an overview.
We'll talk about the new route names and the signs that are up, the resources online and in print. The Betterbus partner program. Well, about short brief Q&A, depending on how long that goes, we'll talk about the 2025 engagements.
We have another Q&A.
Then we'll have some talking points and some FAQs.
There will be some Q information and all your essentials that you'll need, and then there'll be a final Q&A. Now, just to keep some housekeeping going for the information session right now, if you're experiencing any issues with teams, just leave the meeting and rejoin sometimes it.
Helps. Just a simple leave and come back all the participant cameras and microphones will be muted and turned off except during the Q&A.
If you do have some questions, just kindly hold all of the comments for the Q&A sessions.
Now you can use the raise your hand feature will be able will enable your microphone, but you'll need to unmute yourself so you'll be able to do that once we get to that session, we'll address each and every question and comment in order that they are received you.
May also use the Q&A feature to type your question at any point throughout the meeting, so don't feel reserved. You can just start typing away if something catches you at that moment, just start typing into the chat.
And we'll go to the next screen here.

 **Cianciolo, Renee L.** 6:12
Perfect. Thank you, Kelsey.

 **Kelsey Saunders** 6:13
You got it.

 **Cianciolo, Renee L.** 6:15
All right, I turn it over to my colleague Allison Davis in our our VP of Planning.

 **Davis, Allison** 6:24
All right.
Hello, thanks for joining us Friday morning and also happy Friday. So if you want to go to the next slide, Renee, I think we're we're really trying to have three key messages to people, right, like letting people know bus routes are changing. Yes, even yours because people are.
Like, Oh no, it's changing over here. No, no.
Like literally, every bus route is changing.
At a minimum, it's getting a new name.
We have a ton of information that's available to help customers to help you work with your constituents to to figure out what's changing.
And like I think the key thing that we really want to highlight is that you don't need to look at that whole.
You don't digest the entire map right? Like there were people who looked a nerd out about a good map.
One of them, and probably had the right job for that.
But the you know, think about this as trip by trip.
So is there, you know, the the new network launches June 29th and we're 44 days away. So on June 29th, it's a Sunday.
Are there trips that you take on a Sunday that that that you want to try out?
And so you can use our trip planner to figure that out. Is your first kind of typical trip on a weekday, and you're going to work like, whatever that is. Just try it out at a trip level, because I think that's where it'll become a little more manage.
Next slide.
I think the the big thing that that as as you go out and hear from people and talk to talk to your constituents, talk to your communities, you're gonna hear people like I never heard about this.
Where did this come from?
And you know, we want to highlight that this is the culmination of a / 2 year planning process, right.
So we spent.
We started back in 2022.
We had three rounds of engagement.
We had over 225 events talking to elected officials, community members, customers.
We've got over 21,000 comments which the team read them all. And you know, if I look back at the comments we got last year on the like.
Draft network that we put out.
We got about 13,000 comments that round and we change based on those comments changed 50% of our routes based on a lot of those comments.
So one of the things you'll probably hear a lot of is like, oh, but you know, I gave a comment and my comment wasn't included.
And yes, that is because oftentimes there are competing comments. But again, just kind of letting you know that this.
That there was a lot of work, a lot of data and a lot of public outreach that went into.
Went into the network that were launching in 44 days. Next slide.
He's got a good video that kind of gives the the highlights of that when the DC region comes together, great things can happen. In 2022, Metro launched the Better Bus Network redesign project, the first comprehensive redesign of Metro bus service in its fifty year history, we.
Wanted to create a fast, frequent, equitable and viable bus network that is easier.
Thanks, Renee.
So next slide. So we just wanted to spend a little bit of time introducing everyone to the new route names and signs that that you're starting to see. We're almost we're over 50% done with putting out new bus flags.
We've got about 7700 to do so. You may see them, you may not, but they are coming and we are on schedule to get it done by the first half of June, so.
There's a lot of information on this slide.
Couple of things. If you start on the left with the new sign.
Right. So the new sign has the blue at the at the top has what's what the route is today.
So this is a this is a sign that would be out on Georgia Ave. right?
It's got the 70 it that service runs through June 28th ends on June 28th and the new service, the D40 is starting June 29th.
So a couple things.
The first character is always a letter. That letter pertains to the jurisdiction.
That the route.
Operates in, so in this case M routes are all in Montgomery County.
County P routes are all in Prince George's County, Prince George's County Transit also partnered with US on this, and they are renaming their routes as well.
So all routes at Prince George's County will start with APF. Routes are in Fairfax and the cities of Falls Church and Fairfax, and then the A routes are in Arlington and Alexandria in the district because.
There are a lot of routes. We've got. One letter was not sufficient. So we've got two coincidentally D for downtown.
Brown and C for crosstown, so routes that are going downtown.
Are are going to start with AD and those that are either NS kind of on the eastern side of the region.
Those will be A/C or cross town, east, West, right?
So you can think of Cross Town in in multiple different ways.
So that's that first character.
Second character will be the main corridor or neighborhood that the route operates in.
So in this case, the 40 that that we're showing on the left that kind of indicates Georgia Ave.
And then the third character will be the route kind of giving another piece of information about the route.
It'll either be a number, or if it's an X, it shows that it's express.
So again, on Georgia Ave. there's AD 440 and ad 4X kind of showing that there are that there is that express service on on Georgia Ave. and then also on the signs we've we've made the font bigger, which is a benefit for anyone.
With eye, eyesight, eyes, eyesight challenges.
And then we're also adding the destination, so it helps people understand which side of the street they're supposed to be standing on to wait for the bus next slide.
And I just went through this, but this is kind of how we've we've got on our website kind of how to how to read that sign.
We've also got at the bottom a a the call center number which is 202 go metro and then there's also information on this QR code and all of this information in this PowerPoint will be sent out at the end.
Of of this meeting.
Next slide.
So other key changes that are coming right, obviously route changes and and we can answer questions about that and that's really what trip planner can help do frequency changes.
So we wanted we we're adding another 12 routes to our frequent service network.
So that's all day all week, 12 minutes or better, or 20 minutes or better.
And then we did take this opportunity to stop.
To to consolidate bus stops.
That said, those were mainly.
Focused on our frequent service networks for anyone who rides. When you're on some of these routes, you're sitting there. Like, didn't we just stop at the last, the last block, and a lot of times the answer is yes.
And so we're trying to really.
Get consolidate or eliminate some of those stops that are really too close together and it's about a 660 foot gap.
Wanted to make sure that those are kind of the lower ridership stops as well as places where accessibility from a sidewalk.
Walk crosswalk or not as good. So we wanted to make sure that we're keeping the ones that are high ridership and we're walking or rolling to the stop is is still safe.
Next slide.
All right, turning it back over to Renee.

 **Cianciolo, Renee L.** 15:40
All right.
Thank you, Allison. And we want to just go over all of the resources that we have available to you online and in print.
And so our online is wilmata.com/better bus, this is going to be your main resource link for all of your tools.
So we just wanted to provide you at least the preview of what that all looks like.
So.
So again, we have the tools there, so you can enter in or your constituent or colleague or friend or family. They can enter their current route and then they can click on the tool and it'll show you what the new route would be and then you can click.
Even further down and it will show you the map, the frequencies and so forth.
We have a lot of resources again online.
This is all the information.
Information also in a lot of our a lot of our languages that are spoken throughout the region and then we also have especially a communications toolkit for you and this will be all of your.
Content that you can help share the messaging, graphics and so forth.
So again, this is just an overview of what the webpage looks like.
And then also then again going into more detail, you have the trip planner.
So again, everything is all on this one. One web page for you, and again it's making sure you're telling people, you know, go online, use the trip planner, or help someone use the trip planner.
We have quick links within this trip planner that tell you because we want to make sure you're using the correct date and it needs to be.
Right June 29th or after anything prior to that, it's going to show the current system.
So again, take that one trip at a time.
Start on a Sunday, right?
And if you're going out, type in, you know where you're to and from and it will show you that new bus route. We also have a again, the network tool that is also there. And again that shows you type in your current route.
And then that will show you what your new route or routes will be, and then you can click further and see the route profiles and that will also have the map of the whole route as well as the frequencies. We also have neighborhood profile maps.
These are.
Grouping of nearby neighborhoods together so you can see a bigger picture of all the buses.
Within that neighborhood. And then it also details the summary of all the changes.
So you rode this route?
Here's the new route.
And again, it's a really good document that really goes into detail with all of those with all of those changes.
And again, just using trip planner.
Again, it's just making sure that people pick the correct date.
Again, anything June 29th or after.
And then.
And then again the to and from.
And it will have your, you know, make sure you have, whether you're doing just bus or both, meaning Boston rail together.
And that the date is again June 29th and then this will show you the new route.
And then additional online resources that we have, we have full network maps.
So then these are DC, Maryland and Virginia.
So the full map of the whole new bus system in each of the jurisdictions as well as we have a fact sheet. This will this is just a really good tool to have as well. And this just gives facts about the new network. Again a little bit of.
Background.
And then everything going forward, we do have that in English and Spanish.
Spanish, we do have an FAQ frequently asked questions.
So again, people can learn more.
A lot of people have had a lot of questions, so we've made sure to to put those on there, have the answers for you.
So good tool as well and then just know coming soon you will be able to view and print the timetables. So you'll be able to look up the route and.
And people can download that.
Right. And then just to dive a little further, especially as you are helping to communicate out the message to your constituents, your friends, your colleagues, your families, we have again that communications toolkit.
So we have newsletter copy for you.
We have social media copy and talking points, so this will help you to, you know, formulate your message that you want to put in. If it's a you know a print newsletter. If it's an E newsletter.
If you can help push push this message out via your social media channels. And again we have a lot of good talking points as well.
And then again, helping us on social media.
Make sure you do follow us on all of our and help amplify our posts that we're currently doing.
Again, that communications toolkit is live.
It will download.
You can download it.
It'll it's a folder with all the information in there for you, and then we also have what's called Mythbusters campaign that started review some days ago, and this is just kind of going over right, like a lot of people.
Are are saying oh.
Well, the better bus network, it's there's significant fare increases. It's like, well, no, actually the fact is no, there are no fare increases as part of this.
Metro Bus will remain 225 to ride, and then we also again have our reduced fare programs so.
And then we do have some good print resources for you as well.
They're available online and just know we're happy to provide you with these printed materials and can get them delivered to you.
We have our take one and again these are in our many of our languages again that are spoken throughout the region, everything from Spanish, Amharic to Vietnamese Filipino. So we have.
We have a lot of languages available for you. For anyone in Prince George's County, Prince George's is also as part of our redesign. We integrated together and they're also redesigning their bus network as well.
So we do have a specific take, one for those of you in Prince George's County. And we also have route handouts and these are probably gonna be really important for you to get as well.
And again, this will give you the the route map, the frequency and additional information on there for everyone.
Alright, I'm gonna turn it over to my colleague Kelsey, who is going to go over what our actual betterbus program.
Betterbus partner program is.

 **Kelsey Saunders** 23:34
Thanks again, Renee. All great information.
So we're super excited about this new program for our many metro partners called the Better Bus Partner program. Since our extensive multilingual digital print distribution efforts, advertising over 200 in person events briefings still can't reach everyone. We need your help to spread the word about the June.
29th launch. We're currently recruiting the nonprofits.
Organizations, businesses, government affiliated locations.
Like the community centers, the libraries, the senior centers as well as elected officials to please partner with us to help distribute print materials in their facilities and in their communities.
We're providing everything though, so we're including the print material, the Flyers, as Renee mentioned, the route handouts, promotional yard signs, bus pole, posters and window clings along with.
Acrylic brochure holders to set you up for success and keep that printed material tidy.
We're providing the communications toolkit as Renee mentioned, and other promotional materials to identify and celebrate your better bus partner participation and to make it as easy as possible for you.
Now for those partners.
Who? Who have bus stops nearby?
We also will provide you with route maps for the specific bus routes that service those nearby buses and in your community.
We'll also post promo material at the bus stop to identify.
It is a proud participating better bus partner.
The location.
Now it's ideal if your facility is open to the public, but if not, we're making those private facilities work as partners as well because they help spread the word to do their employees and their staff who also need to know, right?
But in thanks, we also have some special limited edition betterbus partner swag. We'll bring you a goodie bag with a branded clear tote.
A coffee mug, some stickers, some microfabrs magnets and all kinds of great met.
Stuff we'll be promoting.
Proud Betterbuff partners on social media.
The Metro leadership will also be stopping by some of our partner locations to offer thanks as well.
So if you're interested, please visit wamona com slash better bus partner For more information.
Or actually you can simply e-mail betterbus at wamata com and we'll get you all set up. Thank you.
Thank you again, Renee.

 **Cianciolo, Renee L.** 26:00
Thank you, Kelsey.
All right, I know we went through a lot of information.
What resource and or betterbus partner questions do you have at this time? And again, please feel free to raise your hand and we will unmute you.
Alright, Stephanie, give me just a moment here.
Alright, you can go ahead and unmute yourself.
You were able to let us know what question you have.

 **Legge, Estefani (DACL)** 26:35
Hi, good morning.
My Q&A is disabled so I'm not able to type anything in the Q&A.
But I was wondering if this will be because I don't really use the to figure out how the Wamara website and the trip planner to figure out where to like, how to get to places.
So I usually use Google Maps.
Will these changes be like reflected in Google Maps on the 29th?

 **Cianciolo, Renee L.** 27:05
That's a great question. And we do have that in our FAQ, Allison, if you'd like to answer that question.

 **Davis, Allison** 27:11
Yeah. No, it's a.
It's a definitely valid question.
So right now we are part we typically like regularly. We provide the data to Google Maps, Apple Maps, Transit app, you know, all of our third party providers and then they kind of ingest it and use it through their process.
So we are providing we have been in contact with them. They know this this is coming and frankly we make changes every year at the end of June, right, rail service changes, bus service changes.
So.
Long story short, yes we are providing it to them by the end of June.
That said, they often can't have the current network and the future network, like for example we have AC11 right now.
We will also have AC11 in the future. They are not the same route. They are not in the same location.
So point being, they will have it in time for the 29th. How quickly they are able to.
Bring it in and work it through their.
Internal.
Processes it may not. You may not see it on some of the apps until maybe the 30th or the 1st.
So there, there could be a gap.
So I would.
That's why we're trying to make sure that everyone knows that trip planner, while it might not be the place you go today.
Like it is a place you can go now.
To to kind of get like bridge that gap until it's really available in a place that you're more comfortable with, which will be after the launch.
Does that? Does that help estefani?

 **Legge, Estefani (DACL)** 28:44
Thank you.

 **Cianciolo, Renee L.** 28:46
Thank you.
Great question.
Anyone else?
Any questions at this time on any of our resources or the BETTERBUS partner program?

 **Rosen, Jamie** 28:56
And just to help those just about for those who are not as familiar with the trip planner that's currently on our website.
In the next day or so, there will be a video up that will kind of walk you through how to use it in case you're not familiar and feeling a little uncomfortable with how to use it.

 **Cianciolo, Renee L.** 29:15
Thank you.
All right.
Well, we will continue on. So I'm gonna talk about what we are doing through engagement through in person, outreach to the public. And so just know just a little bit of our timeline.
So we did launch our digital communications back in February this year.
So a lot of social media already press releases. We've had E newsletters, which is the better bus dispatch.
Match. So for those of you that received the Metro update e-mail, we have links in there to the better bus dispatch to sign up for that.
You'll get updates via that newsletter as well, and we'll make sure that we do have everything linked for you in this presentation as well.
So again, all of that also is found online at ourwmata.com/butter bus March. We also started installing all of the new bus stop signs.
So again, they are not all up.
Yet again we have over.
I know thousands and thousands of bus stops so, but I think we are at about just over just over 50% completed.
So again, we went over what those signs look like.
We have the old route at the top and then as of June 28th and then starting June 29th what the new route names.
Would be in May.
Again, more communications.
We've increased engagement again.
More government officials, our community partners, our jurisdictional partners, transit partners.
Our Metro committees and councils.
Our anc's.
Our civic associations and so forth. And then also then upcoming next month, June and July, we have our large scale communications and outreach.
We'll have multilingual ads across the region, so digital radio we're going to have bus wraps, we're going to do a lot more in person engagement especially.
Onboard buses at bus stops at community events we've currently attended quite a few community like fairs and festivals and farmers markets and so forth already. And then we are still continuing in August and September.
And we have been communicating with a lot of those school systems and school districts throughout the region as well and attending a lot of the Baptist school events, you know, making sure all the students and faculty and so forth know as well. And helping plan plan their TR.
To and from school.
And again, just the many different ways that we are spreading the word in person.
Again, we're informing and assisting customers.
Right about the new network, the key changes showing customers right how to plan their trip via the trip planner using the other resources and answering questions.
So again, our pop ups, we began those back in April.
Again, those are the the farmers markets, the festivals we're at, laundromats, shopping areas and so forth.
We're going to be starting on June 9th. Our bus stop chats. We're focusing on high change routes.
At bus loop and bus stops.
And again, bus stops within routes as well that have high ridership ride alongs.
So where you're going to see teams out there riding routes that have high change to engage customers while they're riding as well.
And again, we're going to have a lot of on street staff.
Through all of our our street teams.
Are a lot of the other metro staff our bus stop, everyone.
Will be available to help inform and assist everyone.
Alright. Does anyone have any engagement questions?

 **Rosen, Jamie** 33:30
So we do have one question in the Q&A.

 **Cianciolo, Renee L.** 33:31
Huh.
Oh, sure, we'll take the Q&A first. Go ahead.

 **Rosen, Jamie** 33:36
So you may have mentioned this already, but when will print copies of the schedule slash timetables be available?
And I can actually help answer that one.
So the schedules we have frequency tables in the root profiles which are available online now.
And the timetables are available online.
We are moving away from printed timetables because starting in June, you'll be able to print at home your own printer friendly version.
Of the timetable, but that information is available now on our timetable's website as long as you put in a date after June 29th.

 **Cianciolo, Renee L.** 34:16
Thank you.
All right, Stephanie, go ahead and meet yourself.

 **Legge, Estefani (DACL)** 34:24
Hi, yes.
So how can people find out about these different things that you are doing like the ride alongs and stuff? Like where do they find information for for what is happening to like out in the community like meetings and this ride along so they can sign up if they.
Are interested.

 **Cianciolo, Renee L.** 34:48
The ride alongs are actually going to be St. teams going out and they're going to interact with customers while they're while they're actually riding.
So that's where customers will interact with those St. teams.
Other I'll go ahead. Allison, if you have.

 **Davis, Allison** 35:09
Oh no.
Go. Go for it. I had I. And then I have three thoughts as well.
So go for it.

 **Cianciolo, Renee L.** 35:13
Sure, sure, I know.
Not like everything is is like public, like specifically when we're riding this route or what, not just due to.
Sometimes things can change a little bit.
We may need to, you know, adjust a date and one, you know, ride along to another day.
But.
The like community events, the fairs and festivals and so forth. We are looking to possibly have a schedule so everybody knows kind of where we're at as well.

 **Rosen, Jamie** 35:39
OK.
Renee, I can actually jump in here. So we will in the next few days, probably by midweek next week, hopefully, if not sooner. We will have the pop up events and you know the the community events on the website, that calendar will be available. As Renee said, the.

 **Cianciolo, Renee L.** 35:43
Yep.

 **Rosen, Jamie** 36:00
Ride alongs and bus stop chats.
Those are going to not be public just because those change and those are often roving. We can't tell you exactly which bus they'll be on for the bus stop chat, so we those won't.
Available, but the pop up main events will be on a calendar on the better bus website in the next few days.

 **Davis, Allison** 36:19
And just a customers won't have to sign up to to find us like we will post it and then you can just show up, right?
This is this is very much of getting as much information into as many customers as we can. So we don't want to limit it by having to RSVP and and kind of go through, you know that that level just posting it and and and we can circulate that.
Once it's online.
Send it to you.
But again, like to to Jamie and Renee's point like.
If it's pouring rain, like if there are, there are things that kinda change, you know, on on the fly, I guess.
So our website is always gonna be the best place to to check back to see if we're definitely going.

 **Cianciolo, Renee L.** 37:06
Exactly. And and just you know it's it's just for Peace of Mind as well.
We have about like 260 total just of those bus stop chats and ride alongs combined. Plus all of the community events that we're doing.
We also partnered especially I know like with the Stephanie and other Community partners.
That interact a lot with.
Riders in you know high change areas.
We are going out to senior centers as well and working a lot with our, with our communities to make sure that we are pushing that message out as much as possible to all of our you know, all of our communities as we can.
So, but yes, to the effect nobody has to sign up for anything. And then that's also where you as.
A community partner to become a better bus partner to also help push that message.
So people know they can come, they see the betterbus partner, your window, cling the yard sign that they can come into your location and get some information. So.
Yeah, great question though.
Any other engagement questions?
All right. We will continue on.
All right, so we have a good amount of talking points and your FAQs for you as well.
All right, so again, right.
What is better bus?
It is our as much as major initiative to rethink, redesign and revitalize our bus service across the region, and is everything from our new electric buses faster service.
With the bus lanes and better signaling and at the heart of it, right, it's a brand new network. Again launching June 29.
And what is the actual network redesign?
So again, this is this is the first time Metro has did a complete overhaul on the whole bus network since 1973.
The redesign again.
It makes routes more useful, more frequent, easier to understand and align with how people travel today.
And again, we're we're going to be pushing On this date, right, because that's that's the main date is Sunday.
June 29th, so every single metro bus route will change.
And then again, what is changing on June 29th?
Right, all the route names will be new, so right based on location that would be like a right for Arlington, Alexandria, C for your crosstown, and so forth.
Schedules stops again.
Some stops that right are consolidated and it's only about 5% of our stops and this helps to make trips.
Faster and more reliable.
Again, these were on a lot of the routes where it was low ridership at those stops or the stops were really, really close together, right?
Causing the bus to stop.
Yeah, almost every, you know, every block or so. And so again, that was really looked through over many, many years.
To put that together, and again reducing some of those, some of those stops will help the service bus service to go more again.
Faster and more reliable.
All right. So how can we prepare riders?
So again, the main thing is plan your travel.
Plan your trip one day at a time.
One trip at a time.
Use the trip planner.
Start with Sunday, June 29th, right?
See your new route and the routing. Once comfortable with that, then move to the next day right. If people are going out on Monday, then look at your trips on what Monday will be.
And so forth.
Again, it's it's so it's not so overwhelming.
One trip, one day at a time.
We have maps and route by route guides right available through the region. All of our resources online and in print.
Also, to make sure customers are looking at the bus flag right at the bus stop, sign and again we started putting those up back in February and March and they can see what that changes as well at their specific stop.
All right.
Why are we doing this?
Again, we haven't fully redesigned our bus system in 50 years.
A lot has changed from 1973 to today, right?
And again, the goal is to make the trips faster, simpler, more frequent and easier to plan.
And again, riders will benefit from fewer transfers, shorter waits and clearer route names.
And some people may ask.
Well, my route still exist, somewhere else will stay the same or similar, but have new names.
Others may have different hours, maybe different stops or different frequencies.
And again, our full details are all available on the resources.
And then what about other bus service, right?
Who else is changing buses or changing some of theirs again?
Prince George's County. The bus.
They're launching their own redesign network on June 30th.
Their bus service will start, then Montgomery County ride on.
They're running their own changes under ride on reimagined plan. For those of you in Montgomery County.
So there's going to be.
Several ride on routes.
That are changing to metro routes and some of the metro routes changing to ride on routes.
So again, using that trip planner to find what those changes are.
Other transit partners like Art bus, the Q Dash, Fairfax Connector are not part of this redesign.
A lot of them have their own bus service changes at their, at their agencies and in their time frames, so.
Alright.
Our fares changing.
No Metro bus fares are 225 or reduced fare through our reduced fare programs.
And what about students?
A lot of people have asked, well, what about students?
Right. Again we prioritize maintaining and improving connections to schools for student riders. We incorporated the feedback into the new network and again, we are doing a lot of outreach with our school.
Districts as well.
And again, so we are engaging schools.
We've already been engaging them.
And we will.
We're doing a lot of again community engagement and then very specific student engagement throughout this time frame and really big back to school events as well.
And right where can? Where can customers share feedback?
Right, let's say someone may not like the change or they really love the change and.
So again, the final network was approved back in November, but we are open to feedback so customers can call our customer service again 202 go metro or they can fill out a customer comment form online and that's lamata.costhelp.com.
So you absolutely can tell people they can provide feedback.
We do want that.
So again, they can call our customer service or go online and fill out our customer comment form.
Alright. And if you're a butter bus partner, where can you learn more?
Again, ramada.com/better bus for your maps and your updates. Use the trip planner and then you can also e-mail betterbus at lamonta com with your questions. So we have a team that will respond to your e-mail.
And again, I know we went through this before just to reiterate, right, when will third party apps and maps be updated again?
We do provide that information to developers.
That'll be about in June and again some third parties, their apps or so forth. Their platforms may not be able to handle two networks at one time.
So again, we do not own those.
That is our third party developers.
They.
You know they will receive the information and update when they are when they're able to and with.
The.
With their platform.
Connection there.
All right.
And just some key information.
So this is all your essentials.
So, right.
Try out the new trip planner.
One trip, one day at a time.
Review our resources right ormata.com/butterbus.
Download the communications toolkit so that has all your graphics. The content for you and review the better bus partner program. We would love for all of you to become a betterbus partner and again help share this message out because it will take everyone to to reach all of.
All of our customers and your customers as well, your constituents, your families, your colleagues, your friends.
Right. And so make sure to register. So again lamonta.com/better bus partner.
And then again, you can also subscribe to the better bus dispatch E newsletter.
And then please make sure to share the information.
Share the new network with again with your colleagues, your constituents, your communities, your families, your friends.
Share the information through your social media.
Follow us on social media and help amplify our post.
And receive and display the materials.
All right.
And again with any questions you have or you need print materials again e-mail the better bus team at better bus at lamata.com.
Again, anyone through an organization, business and so forth, you absolutely can request print materials and we will make sure to get those to you.
All right. So we will open it back up to questions.
What other questions do you have?

 **Davis, Allison** 48:21
There is one in the chat that that the print copies of the schedules and timetables.
So Jamie, I know you talked to that before.

 **Rosen, Jamie** 48:28
Yeah.

 **Davis, Allison** 48:29
Do you want to just?

 **Rosen, Jamie** 48:30
Yeah, we already answered that.
But we can go over it again.
So again, the question before had been when will print copies of the schedules and timetables be available and the timetables are available online right now starting in early June, you will be able to have a printer friendly version. So that'll be coming out in early June, so that.
Going to be the best way to get our timetables.
The frequencies are included in the root profiles, which are available online now, and if you're a better bus partner.
One of the things we'll do is we'll bring you root handouts, little trifolds for the bus routes in your area, and those also have the frequency table on them.

 **Davis, Allison** 49:09
But just to follow up, the one thing is you know there's the the trifolds that kind of open up and we are moving away from from those because what we're what we're creating online to the point that Jamie had is it will then print out for the stop.
That you care about, right?
So if you look at the timetables now, it kind of has to take a long line.
It has a couple like 5-6 seven key.
Stops along the way, and if that's not one of your stops, you're kind of sitting there like, well, maybe the bus comes between like.
1010 and like 10 like 1027 like you kind of have to do that.
That work yourself, and so by having the timetables online that you can print from home, you can print from print from a library what have you that that kind of it is.
Bespoke for you and it it gets you the information that you need for the stop that that, that you will use.

 **Rosen, Jamie** 50:10
And that is available online now.
The information but the printed version will be coming in early June.
You can go to our timetables right now and that's all available from our better bus website.

 **Cianciolo, Renee L.** 50:27
All right.
You any other questions?
Either type it in our Q&A.
Raise your hand. Happy to answer what we can for you.
All right.
Well, I want to thank everyone for joining us today and for your continued partnership. Again, if you do have questions after this, please go ahead.
E-mail again barbos at wilmata com and our team will get back to you.
Thank you again for joining us and have a great day.

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