

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.

Facilities Modernization Bus Stop and Shelter Improvements

Customer Info 2.0



Priority Lanes and Signals

Electrification





Project Phases and Outcomes

Planning Foundations

- Guiding principles
- · Goals and priorities
- Needs, gaps, and opportunities in existing service

Fall 2022 Outreach Develop Alternative Networks

- Aspirational network alternatives
- Metrobus' role in the region

Spring 2023 Outreach



- Recommended network for FY2025
- Sustainable, predictable approach to pay for service
- Network and service
- Ambitious network for the future

Fall 2023 Outreach

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





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 6lance Other Community Engagement Jurisdictions Customers Metro and Community E-Newsletters Workforce Multilingual Organizations Surveys and **Videos Technical** Information **Employee** Labor Committee **Briefings** Podcasts, **Bus Stop Chats** Newsletters. Community **Digital** and Videos Union Connections Meet the Project Communications Leadership Committee **Team Events Toolkit** Meetings **DOT Director Fact Sheet** Pop-Up Events Listening Sessions **Customer Service Training** Operator Listening Social Media **Elected Official** Print and Digital Sessions **Briefings** Signage on Buses Multilingual and in Stations Print and Digital Community Organization Advertising **Engagement**

CInculator **MONTGOMERY** ARLINGTON COUNTY Key City of **Evaluate both** Falls Church Metrobus and DC local provider City of Fairfax **PRINCE Evaluate** GEORGE'S CUE Metrobus only COUNTY Partner with **FAIRFAX** City of Alexandria Ride On Reimagined 7/f/F E/1/F CONNECTOR

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.