

Network Redesign Final Summary Report

October 2024





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Need dependable

WHAT DOES BETTER BUS MEAN to YOU?

Consistent Timeliness

BETTER BUS

The BUS is MY TRANSPORTATION
GET TO WORK ON TIME!

Quality of Life

Affordable
IS IMPROVED

Process Overview

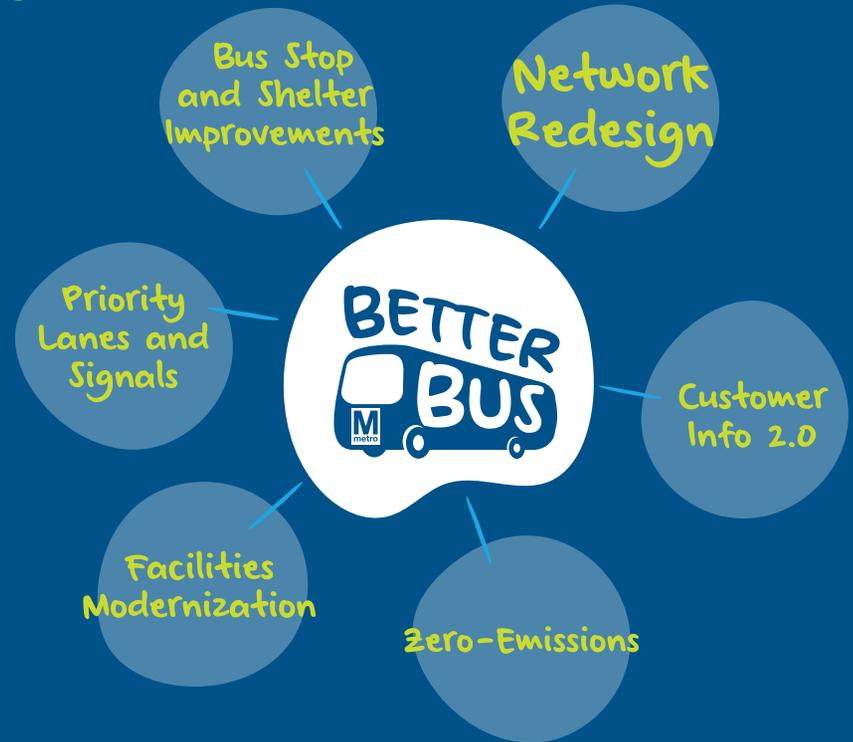
Origins of the Better Bus Initiative

Bus Transformation Project

Since September 2018, the Bus Transformation Project (BTP) has successfully focused attention on the importance of our region's bus system and the needs of its riders. With 26 recommendations, the 2019 Strategy and Action Plan outlined a path to transform the system into a fast, frequent, reliable, and affordable service that feels unified.



The Action Plan identified the priority to **collaboratively restructure the region's bus network to create the most efficient and customer-focused bus system.**



Metro's Strategic Transformation Plan

**Your Metro,
The Way Forward**
Strategic Transformation Plan

In February 2023, Metro set a plan to transform one of the nation's largest mass transit systems and propel it into the next era of transportation.

#Your Metro, The Way Forward provides the long-term strategy for Metro to reach its vision of becoming the region's trusted way to move people safely and sustainably.

The strategy includes goals to **deliver frequent and accessible service that modernizes and enhances the customer experience** and to **design transit service to move more people and equitably connect a growing region.**

Better Bus Initiative

Better Bus is an initiative to rethink, redesign, and revitalize bus service to better serve the needs of customers in the region. Better Bus includes efforts regarding new facilities, zero-emissions vehicles, improved bus communications, and more bus lanes and transit signals. **The Network Redesign is a key component of the Better Bus initiative.**

The Need For A Better Bus Network

This project is the first comprehensive redesign of the entire Metrobus network since its creation. As part of the effort, Metro also supported its partner agency in Prince George's County (TheBus) in redesigning their local bus network. This project created the opportunity to meet the need for a better bus network:



Keep up with our changing region and the people who live and work here

Our region adds approximately 3,000 people and 2,200 jobs every month. Bus service needs to better align with changes to where and when people want to travel. The Better Bus Network Redesign also will consider ways to align bus service with bus priority investments such as bus lanes and transit signal priority.



Better connect people to where they need to go

About half of our region lacks access to frequent transit service. Buses keep our region moving, but more and more often they are getting stuck in traffic, making service slower and less reliable. Speeding up bus trips will help make it easier and faster for customers to get around the region.



Promote equity, inclusiveness, and access to opportunity

Sixty percent of Metrobus customers are low income, and 83% are people of color. The redesign effort is an opportunity to create a more equitable transit network that serves our communities, including the needs of essential workers.



Create a network that is easy to use no matter where you are

In the Washington, DC, region, Metro operates about 200 Metrobus routes, while seven other transit providers operate another 250 bus routes. While that means lots of ways to get around, the overall system can be difficult to understand.

Adopted Goals and Guiding Principles

The outcomes of the Network Redesign were be guided by and measured against the project’s goals and objectives. Aligning the Network Redesign with critical Metro and regional priorities ensured its relevance within the context of connecting communities and improving the greater Washington Metropolitan region.

Goals

The Network Redesign’s goals development process started with a “diagnostic” exercise that looked at previous policy, other bus network redesigns around the county, and Metro’s Strategic Transformation Plan to create a common “North Star.” The following goals illustrate the desired outcomes that will result from a redesigned network.

Guiding Principals

Adopted by the Board in September 2022, the following six principles guided the Bus Network Redesign’s approach and decisions:

A Great Bus System Delivers...



Regional Connectivity — Matches when and where people want to travel



Quality Customer and Operator Experience — Provides fast, frequent, and reliable service



Equity — Addresses inequities and increases access to opportunities for disenfranchised communities

- 1** Ensure a customer-focused and regional perspective
- 2** Engage and communicate authentically, inclusively, and transparently
- 3** Ensure equity is a value throughout the project
- 4** Allow customers’ input, region’s needs, data, and service guidelines to drive decisions
- 5** Attract customers with frequent, reliable, connective service
- 6** Make cost-effective and data-driven business decisions

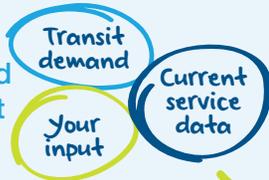
Network Redesign Process

The Network Redesign used data-driven analysis and a robust, interactive public engagement process to evaluate and make changes to Metrobus service following a four-phase process:

1

Fall 2022

Gathered and Analyzed Data and Set Goals and Priorities



Public input combined with data about where, when, and how people use the bus today was used to establish the technical and policy foundations needed for the Network Redesign. This phase included a market assessment, existing transit service assessment, and the development of goals, objectives and metrics.

2

Spring 2023

Developed the Draft Visionary Network



The draft Visionary Network was created using public, stakeholder, and bus operator input; data and ridership analysis; and a travel demand assessment. The draft Visionary Network represents the network that the region needs but would require 35% more funding to operate.

3

Spring 2024

Proposed 2025 Better Bus Network

First, the Visionary Network was revised in response to the input received in Phase 2. From this, the proposed 2025 Network was drafted. It represented Metro's commitment to improving service and connections using the resources we have today.

The proposed 2025 Network delivered a strong first step toward the Visionary Network. It included the most beneficial new connections, increased frequency, and extended hours of service during the day and on weekends.

4

Summer 2025

Implementation

The 2025 Network will be provided to Metro's Board of Directors for final approval in fall 2024. Once approved, Metro will begin implementing the network in summer 2025.

As resources become available, Metro will continue to advance the Visionary Network through service extensions and more-frequent service.

Overall Engagement Strategy

The creation of a Better Bus network was guided by feedback from our customers and community members to make sure the new network meets the needs of our whole region. Each phase of engagement refined the overall engagement goals and target audiences to implement research-based strategies, targeted calls-to-action, and in-person and virtual events.

Engagement Goals

- Increase awareness and understanding
- Get input on the proposed networks, especially from customers affected by the potential changes
- Generate support and create advocates and champions through engagement with stakeholders

Target Audiences



Stakeholders

- Elected officials
- Local transportation and transit agencies
- Union leadership
- Community-based organizations
- Transit advocacy groups
- Major regional employers and institutions



Public

- Bus customers
- Lapsed bus customers
- Potential customers



Metro Employees

- Bus operations staff
- Other Metro staff



Tactics included in-person, workshop-style events, pop-up events, bus ride-alongs, social media campaigns, Public-Hearings (in Phase 3), print and digital advertisements, employee communications and events, coordination with regional partners, and more.



Summary of Takeaways By Engagement Phase

Fall 2022 – Foundations

In fall 2022, customers told us how the bus could work better for them at a variety of in-person events and online through our survey and social media.

- The region’s bus service is good, but it could be better—45% of survey respondents expressed that existing bus service is “very good” or “excellent”, indicating a strong foundation from which to build
- Fast, frequent, and reliable service are top priorities



Learn more about what we heard in our [Phase 1 Engagement Summary](#)

Spring 2023 – Draft Visionary Network

In spring 2023, customers shared their input on the draft Visionary Network, the future bus network the region needs. We asked the community to share thoughts on the proposed changes to bus service and how they might affect them and our entire region.

- 61% of respondents had a positive impression of the draft Visionary Network and think that it will make the bus better
- Timing matters! Customers and the community told us that, after peak periods, the midday period was their second-highest-priority time of day for frequent bus service
- The team received more than 8,000 comments on routes that covered topics such as the frequency of how often the bus comes, where it goes, and desires for services to new destinations

Learn more about what we heard in our [Phase 2 Engagement Summary](#) and [Route-Level Comments](#)

Spring 2024 – Proposed 2025 Better Bus Network

In spring 2024, Metro shared the proposed 2025 Better Bus Network for input and the Revised Visionary Network. The proposed 2025 Network represented Metro’s commitment to improving service and connections using the resources we have today.

- Support for the proposed 2025 Network was strongest among low-income customers (70% said network would be same or better for their needs) and people of color
- Support for the proposed 2025 Network was stronger at in-person events, where people had the opportunity to explore details and discuss potential changes with service planners and technical experts
- More than 50% of all survey respondents had a positive or neutral perception of the proposed 2025 Network



Learn more about what we heard in our [Phase 3 Engagement Summary](#)



An Unprecedented Undertaking: Network Redesign Engagement Highlights

Since the project's start in 2022, customer and community feedback has directly influenced the development of the Network Redesign

23 Total Weeks

OF PUBLIC ENGAGEMENT
AND COMMENT OPPORTUNITIES

45,000+ Interactions

WITH CUSTOMERS
AND COMMUNITY MEMBERS

200+

public events, including
bus stop chats, pop-up
events, bus ride-alongs,
and workshops

33,000+

comments collected

1,590+

employees engaged at all
nine Metrobus garages,
Metro offices, and Prince
George's County TheBus

111,000+

unique website users

380+

custom-made maps at the
regional, state, neighborhood,
and route-level

979,000

people reached via 21
community newspaper
advertisements in 7 languages

634,200+

take-ones in
9 languages distributed

3,600+

Better Bus
Dispatch e-newsletter
subscribers

9,200+

views of 15
Better Bus videos
on YouTube



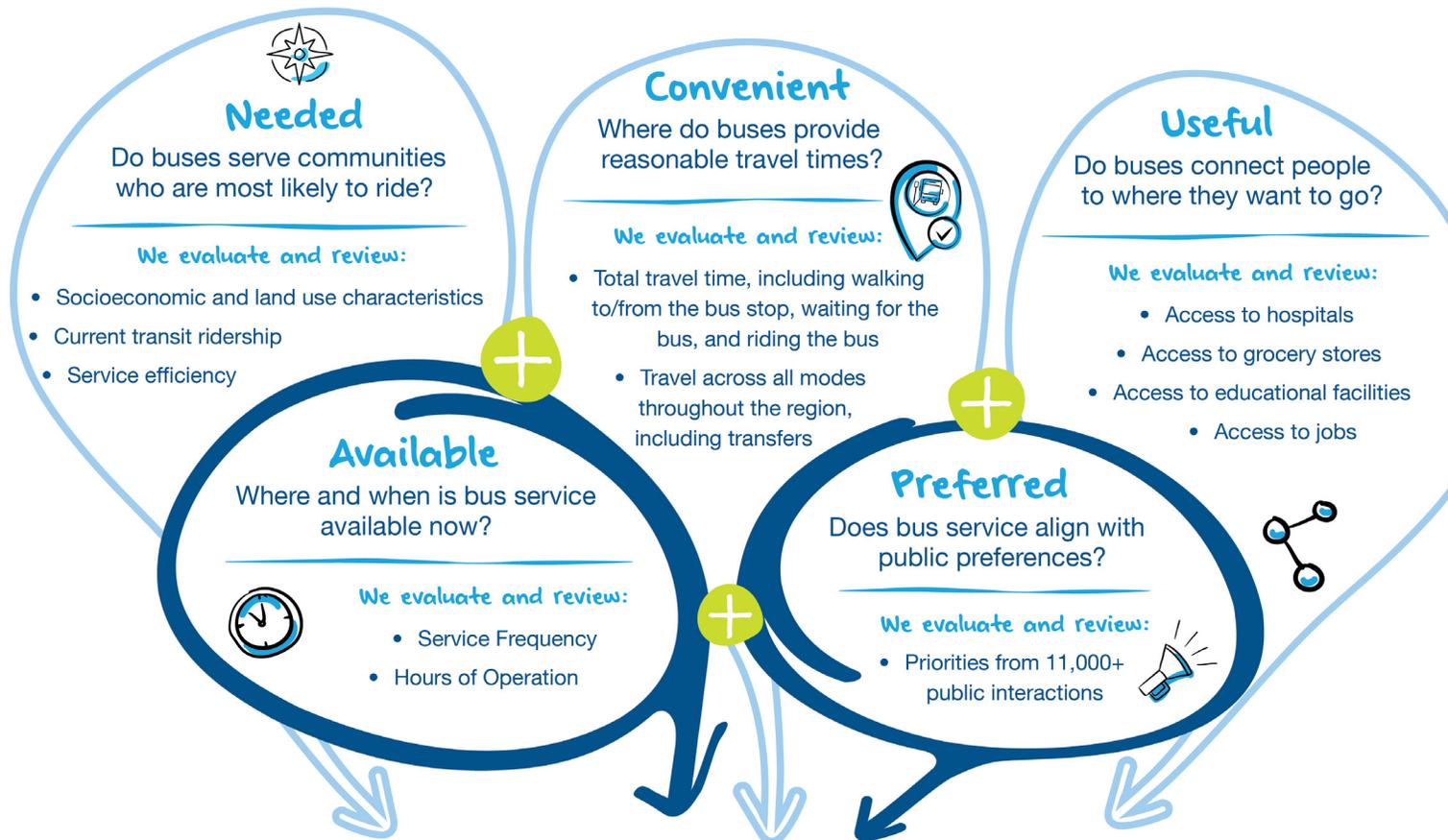
Key Existing Conditions Findings

Technical Analysis Overview

The Network Redesign began with a market assessment to determine how well current bus service meets community needs and identified what customer trips could best be served by a redesigned transit network. An existing conditions transit service assessment looked at how bus services operate today and identified specific opportunities for improvement by using data from existing and

pre-COVID conditions to see how each route was performing in terms of ridership, reliability, cost-effectiveness, serving low-income customers and customers of color, and other metrics. A full summary of the analysis of existing conditions can be found in the **Appendix D: Phase 1 Analysis Findings.**

These analyses helped illustrate where bus service is:



Data reviewed as part of this analysis included:

- Bus and rail ridership
- Metrobus and TheBus route performance data
- Population, employment, and activity growth
- Regional travel patterns across all modes (pre- and post-COVID)
- Metrobus passenger survey (2018)
- Census and American Community Survey data

The Network Redesign identifies how, where, and when the bus system could be improved.

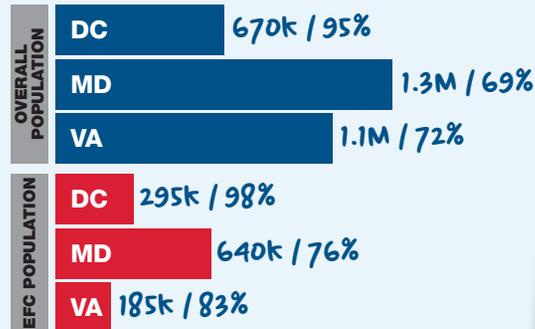
Where Bus Service is Needed

Metro will continue to serve communities by focusing on the needs and travel patterns of those who rely on and can benefit the most from bus service, and where demand for bus is the highest. This is important to build a more equitable region and grow ridership.

Acknowledging Equity-Focus Communities (EFCs)

Building a bus system that advances equity in the region is a goal of the Better Bus Network Redesign. By providing fast, frequent, and reliable connections to jobs and essential services, transit can be a powerful tool for addressing the racial and socioeconomic inequities that exist in our region.

Total Population/Percent of Population's Proximity to Bus Service



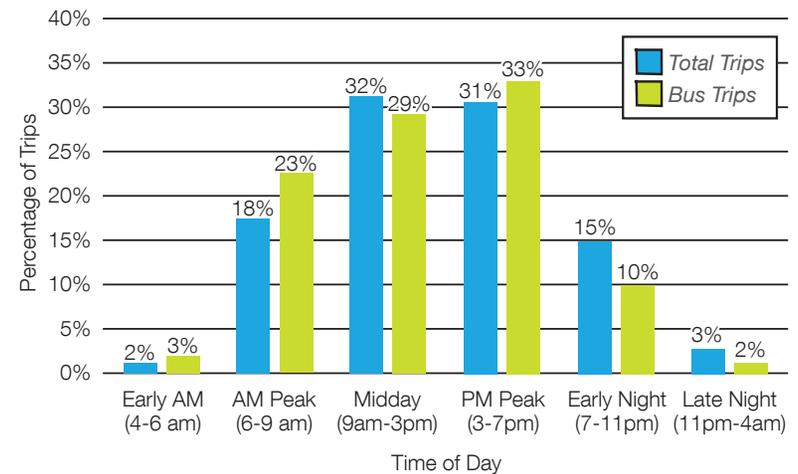
Equity Focus Communities have better access to bus service than the average resident

Metro will continue to serve these communities, focusing on the needs and travel patterns of those who rely on and can benefit the most from bus service, and where demand for bus is the highest.

Recognizing Needs Throughout the Day

A higher share of trips are taken on bus during the rush period (57%) than share of trips across all modes during the peak (49%). A lower share are taken on bus during the midday and early night (39%) than occur overall at these times (47%). **Metro can continue to build on its successes at peak periods, when more than half of bus trips are taken, and take actions to increase off-peak trips to better match overall travel.**

Weekday Distribution of All Trips and Bus Trips in the Region

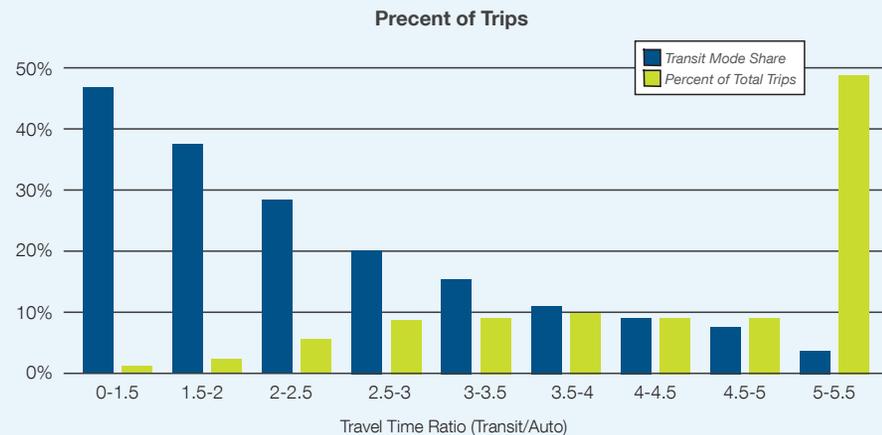


Where Bus Service is Convenient

People use transit when it is convenient. Opportunities exist to make the bus service more convenient to customers, which can increase ridership and provide a better customer experience.

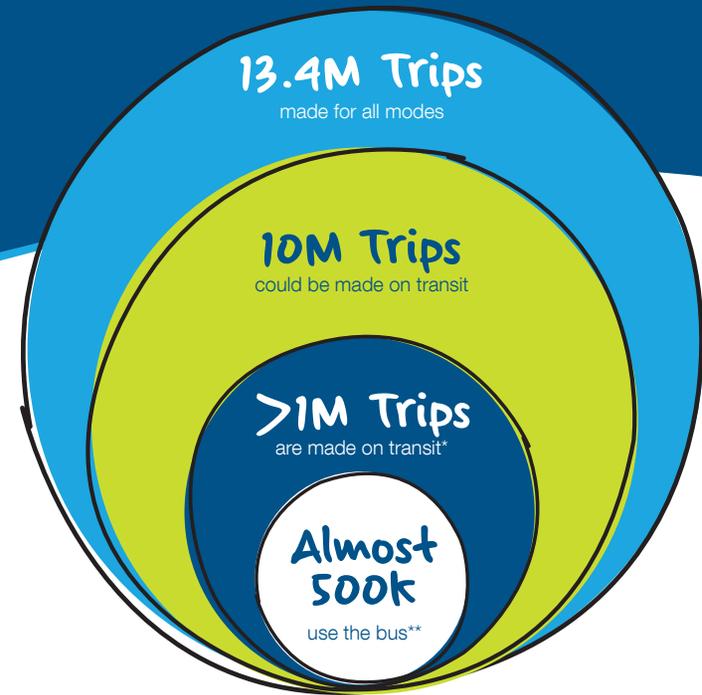
The Travel Time Factor

Transit mode share is high where transit is most convenient, but it is only very convenient for a small portion of trips. Transit is inconvenient* for the majority of trips in the region, resulting in low transit use. On average, bus trips take 4.5 times as long as driving.



Mode share is higher than 20% when transit travel times is within 3 times as long as auto travel time... but less than 15% of all trips are that convenient*.

*For the purposes of this analysis, “convenient” refers to transit trips that take 3 times or less than the amount of time of the same trip via auto.



Average Weekday in 2019

*Transit = All bus + all rail operators

**Bus = All bus operators; excludes Loudoun County

Ridership Potential

Much growth potential exists for transit, but to achieve higher market share, improvements to the bus are needed. **While 76% of all weekday trips in the region could have been taken using transit, only 8% of trips actually did.**

When determining new areas to serve or existing service to make more frequent, the Network Redesign team sought out opportunities to provide more-convenient trips for connections that were currently served much better via auto travel.

Where Bus Service is Useful

Buses are a key connector to get people where they're going. An efficient and reliable bus network should allow users to access essential services—including educational institutions (schools, colleges, and universities), medical facilities (hospitals, urgent care), grocery stores, and jobs—whether on foot, using Metrorail, or another mode of travel to complete their trip.

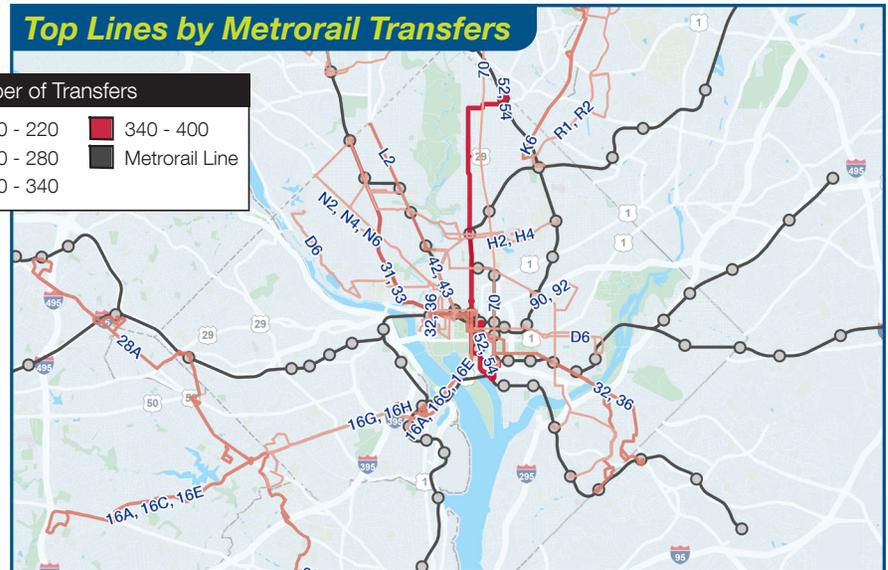
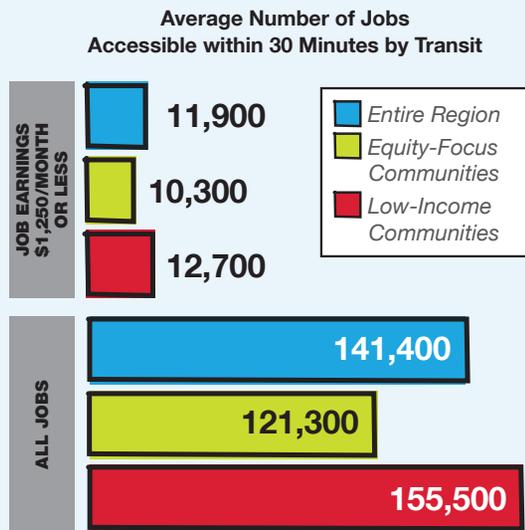
The Network Redesign maintains and strengthens existing connections and identifies new connections with Metrorail, jobs, and essential services, with a particular focus on residents of EFCs. The Network Redesign team also considered ways to supplement and enhance Metrorail services—for instance, providing late-night connections outside of Metrorail's operating hours.

Connections to Jobs and Essential Services

EFCs have fewer jobs accessible by transit, including low-wage jobs, while low-income communities have above-average access to jobs. A similar pattern emerged for access to grocery stores and educational institutions.

Relationship to Metrorail

Metrobus often functions as a complement to the Metrorail system, providing access to a range of destinations across the region. One of the considerations of the Network Redesign was understanding where there are opportunities to leverage connections between bus and rail.



Where Bus Service is Available

Access to frequent bus service is similar across most population groups, but highest for low-income residents and residents of EFCs.

Customers said that increasing frequencies is a top priority. Reducing wait times and eliminating reliance on schedules makes bus service more appealing.



While **74% of the region's residents have access to the bus system**, only **22% have access to high-frequency service**, even during the peak periods.



A similar percentage have access to service that only comes **every 60 minutes (or less)**.

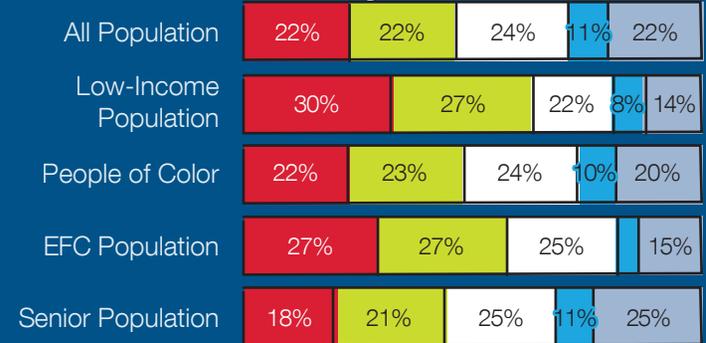
Metro will identify ways to provide more people with access to high-frequency service.

EFCs are informed by Census data that identifies areas with high concentrations of people of color, low-income people, and people with disabilities.

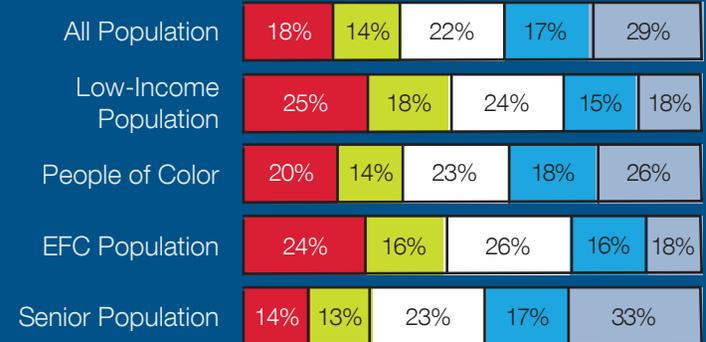
Percent of Population with Access to Bus Service

■ Every 12 minutes or less
 ■ Every 12–20 minutes
 ■ Every 20–30 minutes
 ■ Every 30–60 minutes
 ■ More than every 60 minutes

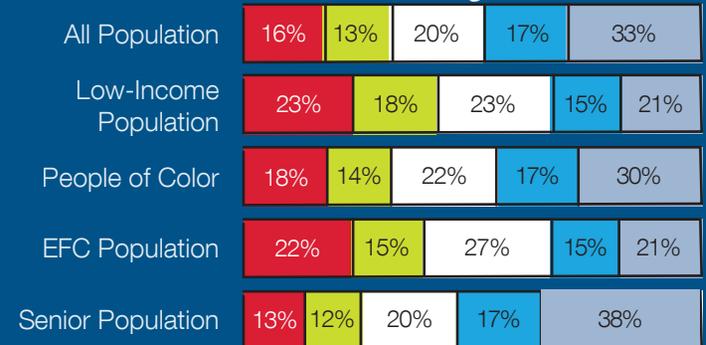
Weekday Peak



Weekday Midday



Weekend Midday



Where Bus Service is Preferred

Fast, frequent, and reliable service are top priorities

Shorter wait times and on-time arrivals are among the most important factors for current and potential customers.



Post-pandemic, a majority of bus customers surveyed ride the same amount or more

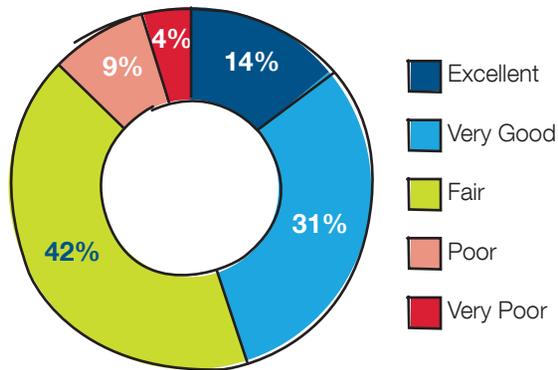
Only 25% of current customers surveyed ride the bus less often than they did pre-COVID.

The region's bus service is good, but it could be better

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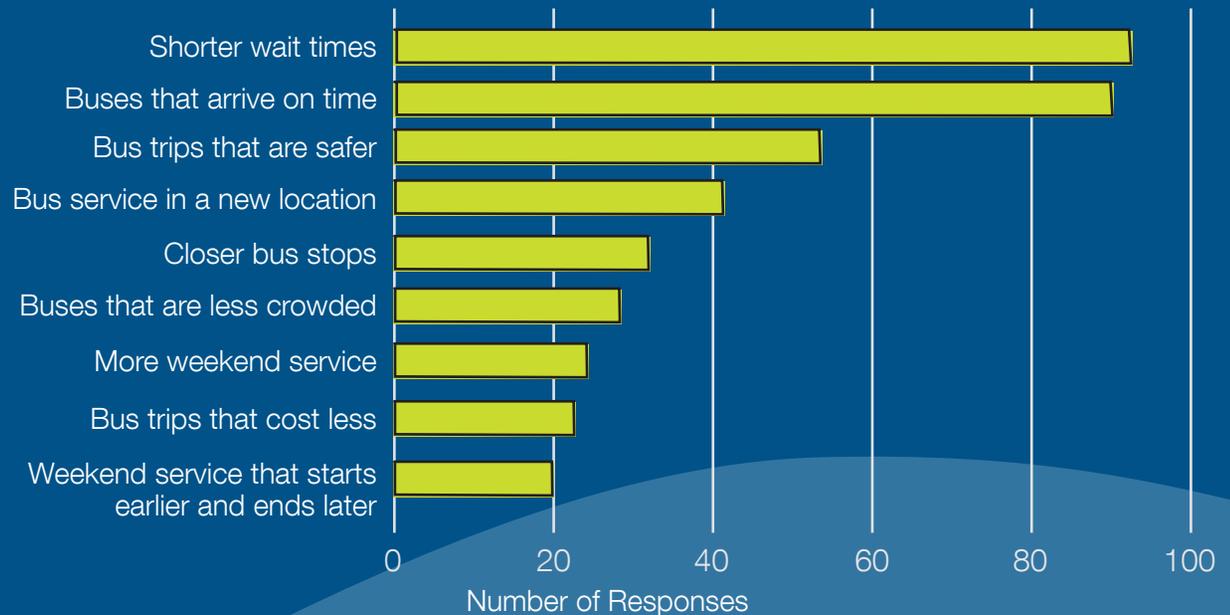
45% of respondents expressed that existing bus service is "very good" or "excellent."

Overall Satisfaction of Regional Bus Service

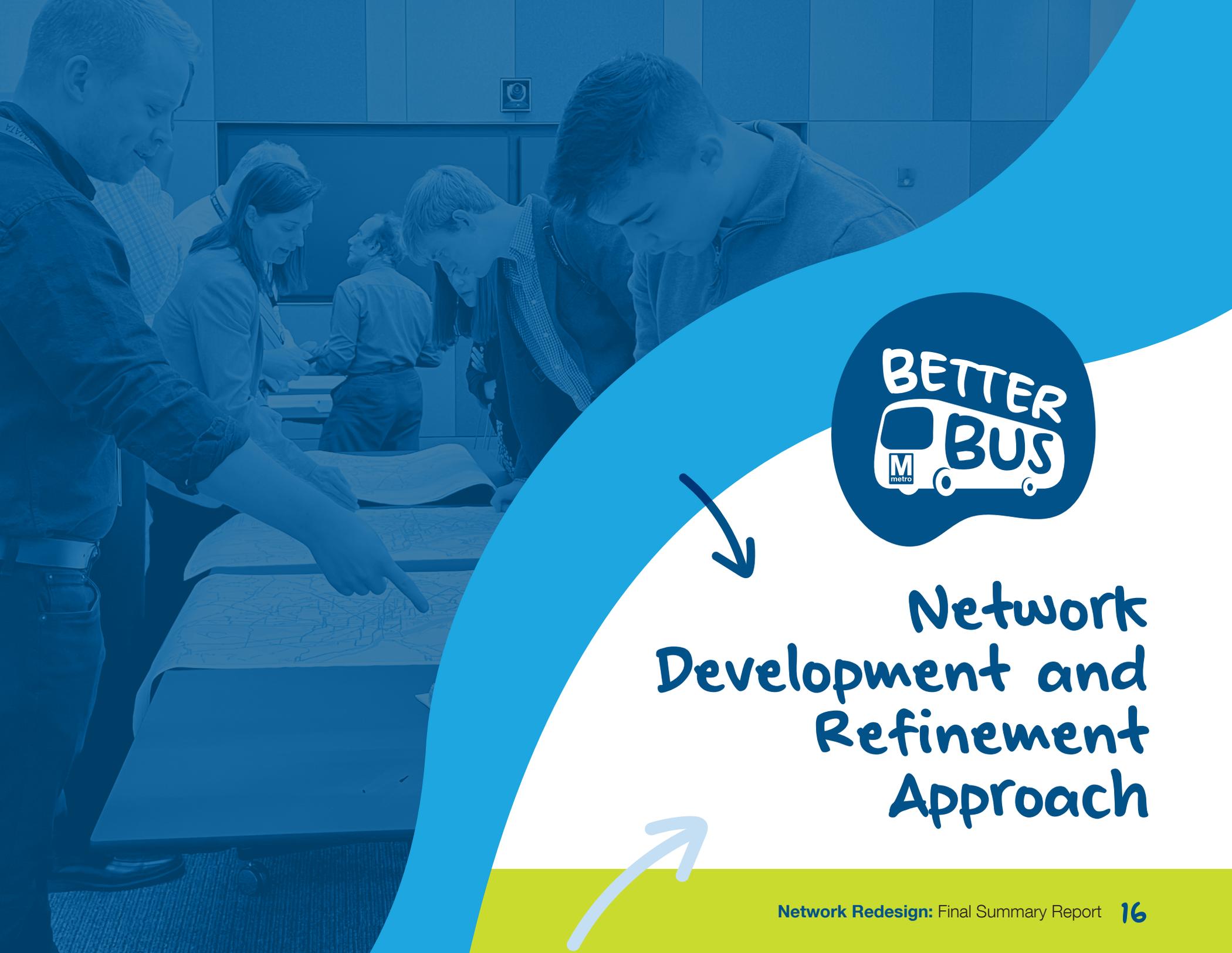


The Network Redesign team carefully reviewed this feedback from the community and stakeholders, prioritizing areas to increase frequency and make routes more direct.

Top 10 Desired Bus Service Improvements



Source: 2022 Pop-up Events



Network
Development and
Refinement
Approach

Developing the Visionary Network

Phase 2 took the findings from the existing conditions analyses and public engagement in Phase 1 and used them to develop the draft Visionary Network. Instead of operating under the constraints of the current system, the Network Redesign team first sought to understand the **overall ridership potential** that a Visionary Network could deliver to provide **the bus network that the region needs**.

Metro combined data with input from the public, bus operations staff, and the jurisdiction and partners to form the basis for the draft Visionary Network. The service design did not start from a blank slate, but instead focused on opportunities to better align the proposed network with the project goals.

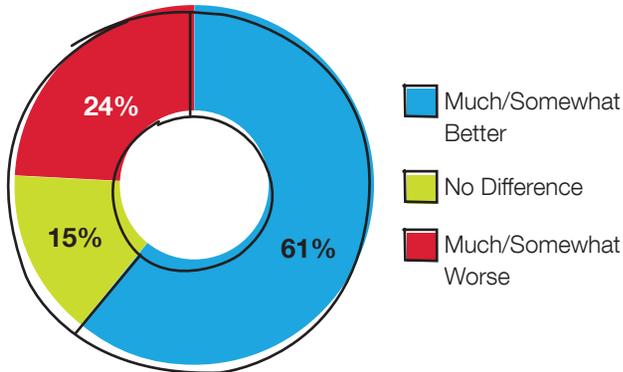


What We Heard About the Visionary Network

The Visionary Network will make the bus better

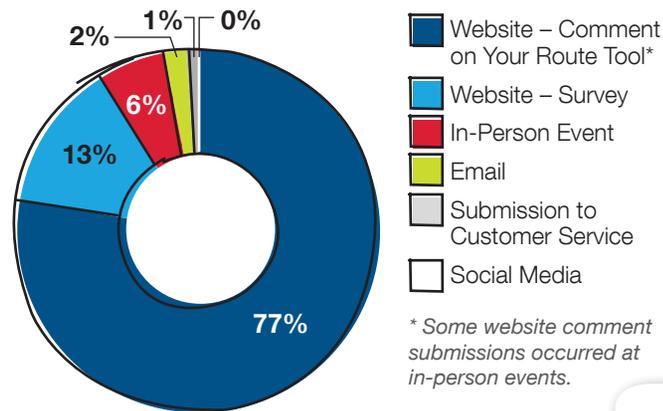
61% of respondents had a positive impression of the draft Visionary Network.

Overall Impressions of the Visionary Network



We received more than 8,000 comments on routes

Comments came from a variety of sources:



* Some website comment submissions occurred at in-person events.

59%

Preferred **LONGER OVERALL TRIPS** to avoid transfers

41%

Preferred **SHORTER OVERALL TRIPS** with transfers



49%

Preferred **WALKING FARTHER** for more-frequent bus routes

51%

Preferred **A SHORTER WALK** to less-frequent bus routes



36%

Preferred walking farther for **MORE DIRECT/FASTER BUS RIDE**

64%

Preferred a shorter walk to a **LESS DIRECT/LONGER BUS RIDE**

Comments were most focused on specific bus routes and three distinct themes



Route Alignment



Level of Service



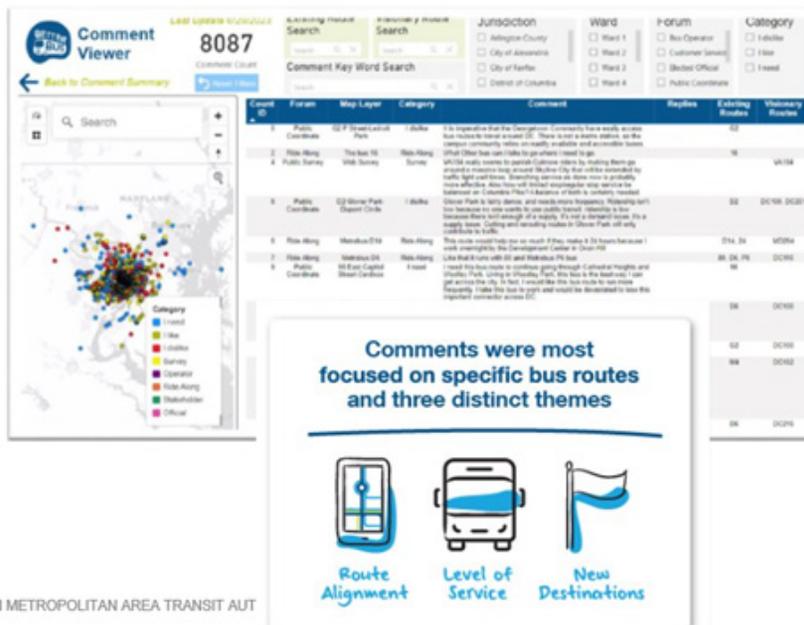
New Destinations

Incorporating Public and Stakeholder Feedback

Every comment shared about the draft Visionary Network in spring 2023 was read by the Metro team, who took that input and reviewed it alongside data on regional travel patterns and existing service to produce a revised Visionary Network that best reflected the stated desires and observed travel behavior of the region's traveling public.

Assessing Route Comments

Comments were tracked in a database to help service planners refine the Visionary Network.



Comment Review and Assessment



Maximizing Limited Resources

Going from a network with 35% more resources to one that uses the same resources that are available today was challenging and making required difficult decisions. The following process summarizes the detailed analysis that the service planning team performed to refine the network from the draft Visionary Network to the proposed 2025 Better Bus Network.

1 Act on What We Heard in Phase 2

- Reviewed every comment from the public and stakeholders
- Revised the Visionary Network based on this feedback

2 Retain the Best of the Visionary Network

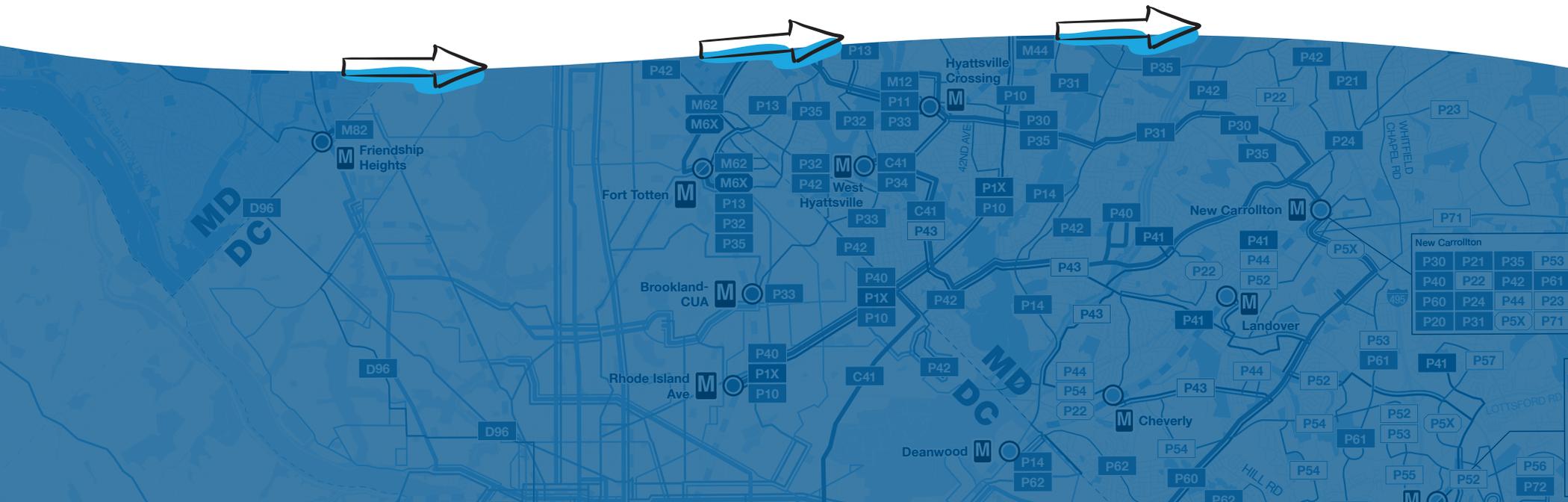
- Routes that perform the best
- Corridors that create/expand frequent service network
- Routes that support the rest of the transit network

3 Make Least-Impactful Reductions from Rest of Visionary Network

- Reduced frequency and span to match existing service
- Moved coverage routes in new areas to Visionary-only

4 Apply Art to Service Planning

- Truncated routes
- Added short turns
- Filled the most significant of the remaining gaps



The Proposed 2025 Better Bus Network

In Phase 3 of the project, the Network Redesign team integrated findings from engagement and proposed a 2025 Better Bus Network that delivers improvements to the existing network for customers and operators. This network included specific recommendations:

Changes from the draft Visionary Network

Updated Service Design:

New routes and changes to routes and service times, building on Phase 2 outreach

Bus Stop Consolidation

Eliminated some bus stop locations to be more efficient

New Route Names



Because the Proposed 2025 Better Bus Network prioritized:



Consistent service levels throughout the day and the week



Providing better service in EFCs



Making service faster and more direct

It resulted in:



Some areas having less-frequent service during rush periods where commute travel hasn't returned to pre-pandemic levels



Reducing service in areas with low ridership



Some customers will have to travel further to get to a bus stop

The 2025 Better Bus Network

The proposed 2025 Network, shared in summer 2024, was the recommended bus network to attract more customers using the same level of resources. After receiving the feedback during Phase 3 of engagement, the Metro team undertook a similar comment review and network refinement process as in Phase 2, working with jurisdictional partners to develop a finalized network for Metro Board adoption (anticipated November 2024).

2025 Better Bus Network Benefits

The 2025 Network:



Better connects
the region

Access to more jobs throughout the day (approximately 13,000 more during the morning rush hour)

More residents with easy access to hospitals, grocery stores, and colleges

Helps address gaps in service previously provided by DC Circulator



Improves access,
especially in the evenings
and on the weekends

Approximately 10,000 more residents with bus service on Weekdays, 20,000 more with bus service on Saturday, and 40,000 more on Sunday

More residents with high-frequency bus in evenings

- Over 100,000 residents would gain access to service with a 12-minute or better frequency in the evening hours, seven nights a week

More frequent service routes 20-minute frequencies

- About 15,000 more people will have access to 20 minute or better service all day (7am-9pm) on weekends and 95,000 more people will have access to 20 minute or better service during peak hours on the weekends

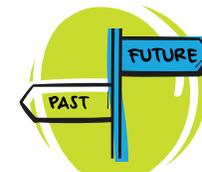


Advances access
to opportunity for residents
of EFCs

While the Network Redesign increases access to destinations for many across the region, gains are highest for People of Color and Low-Income Households

Access to frequent service improvements on weekends and in the evening are proportionally higher for Equity Focus Communities (EFCs)

19,000 more residents will have access to late-night service on the weekends, with 15,000 of those residents residing in EFCs



Prepares
for the future

Leverage investments made by partners in bus priority infrastructure

Support recent and planned development

Scalable to achieve the Visionary Network with additional resources



Makes bus service
more convenient
to use

More direct routes benefitting operators and customers

More people with access to at least 30-minute service (35,000 during peak hours and 150,000 in the evenings)

Net increase in number of potential one-seat bus rides

Metric results shown are for the proposed 2025 Better Bus Network (Summer 2024). Metrics for the final 2025 Better Bus Network may differ.

Benefits of the Visionary Network

The 2025 Better Bus Network represents a bold first step toward implementing the Visionary Network. The Visionary Network was designed to provide convenient, easy-to-use, reliable bus service that matches when and where people want to travel and increases access to opportunity for historically disenfranchised residents and communities. The Visionary Network could attract 26,000 weekday and 25,000 Saturday and Sunday additional trips and avoid approximately 9,200 metric tons of greenhouse gas (GHG) emissions a year.

The Visionary Network better connects the region by providing...



More access to high-frequency service to more people at more times of day

More than 240,000 residents will gain access to high-frequency bus service during non-rush periods, including weekday midday and weekends

- This includes more than 100,000 residents of EFCs



More than 85,000 residents will gain access to high-frequency bus service during the weekday rush

- The majority of those gaining access to high-frequency service during the weekday rush are residents of EFCs



Service to people where and when they need it

152,000 and 238,000 more residents will have bus service on Saturdays and Sundays

- The biggest gains are in Prince George's County and includes significant numbers of people of color and residents of EFCs



More than 130,000 residents will gain access to late-night bus service on weekdays (10:00 p.m. – 2:00 a.m.)

- The biggest gains are in Prince George's and Fairfax Counties

35,000 people will gain access to bus service during the weekday midday

- The biggest gains are in Fairfax and Prince George's County

More than 99% of residents who currently have bus service will continue to have bus service under the Visionary Network

Convenient transit options for more of the trips people make

Every day, almost 300,000 more of the trips made in the region will be convenient to take on transit

- Transit convenience is improving the most for residents of EFCs—especially in Maryland
- Transit convenience improves the most during off-peak times—midday, evenings, and weekends

Metric results shown are for the proposed 2025 Better Bus Network (Summer 2024). Metrics for the final 2025 Better Bus Network may differ.

Role of Project Stakeholders

Technical Committee

The project's Technical Committee included Metro staff and staff from all the other transit providers in the region, including project partner jurisdiction Prince George's County. Throughout the project, Technical Committee members offered input and feedback as the networks were developed.

Service Planning Workshops

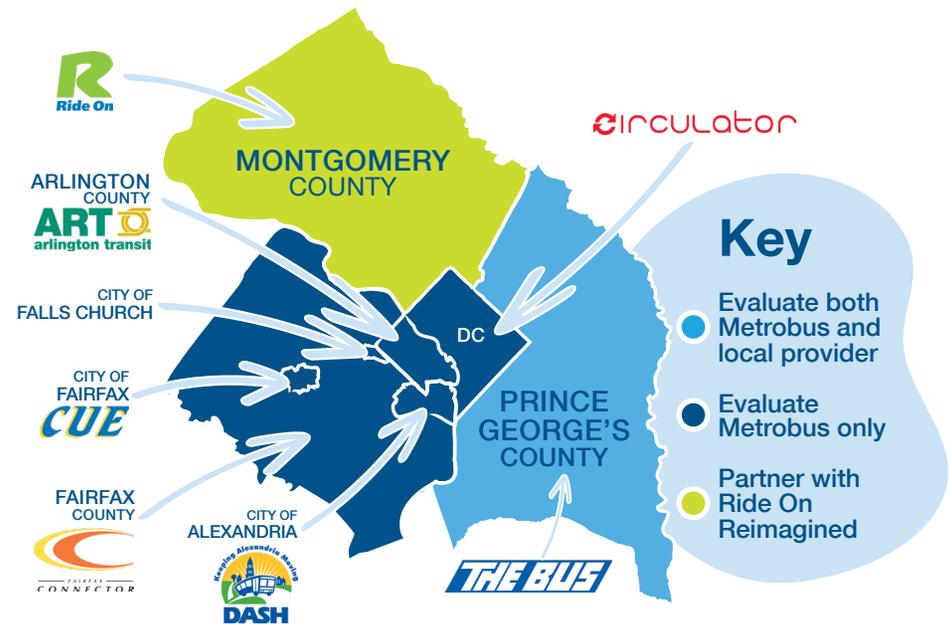
Metro held a number of service planning workshops with technical staff from jurisdictions across the region to ensure that proposals aligned with local plans. These workshops consisted of day-long working sessions to review potential proposals in real time and understand potential connections or conflicts with locally provided service.

Official Project Partners

In addition to working with our partner transit agencies from across the region, Metro has been working hand-in hand with Prince George's County staff as an official project partner to redesign both Metrobus and TheBus service in the county.

Community Connections Committee

The project's Community Connections Committee (CCC) included representatives from transit advocacy groups, major employers and institutions, service and interest groups connected to non-English-speaking communities and EFCs, and more. Throughout the project, the committee helped us strategize on how to best engage and amplify feedback opportunities to members of their communities. Members of the CCC also co-hosted webinars with Metro to amplify engagement efforts.



Integrating Prince George's County's Network

While other stakeholders were at the table for discussions of how Metrobus service would be implemented, the Better Bus Network Redesign incorporated redesign of TheBus routes and Metrobus routes in Prince George's County. From the beginning of the process, Prince George's County was integrated with the project team to assess potential changes to TheBus. This partnership allowed the project team to take a holistic look at where and when bus service should operate in the county. Throughout the process, Metro and Prince George's County staff met regularly to coordinate on assessing existing conditions, analyzing existing route performance, and proposing recommendations, which included potential changes in terms of which agency would operate specific routes.

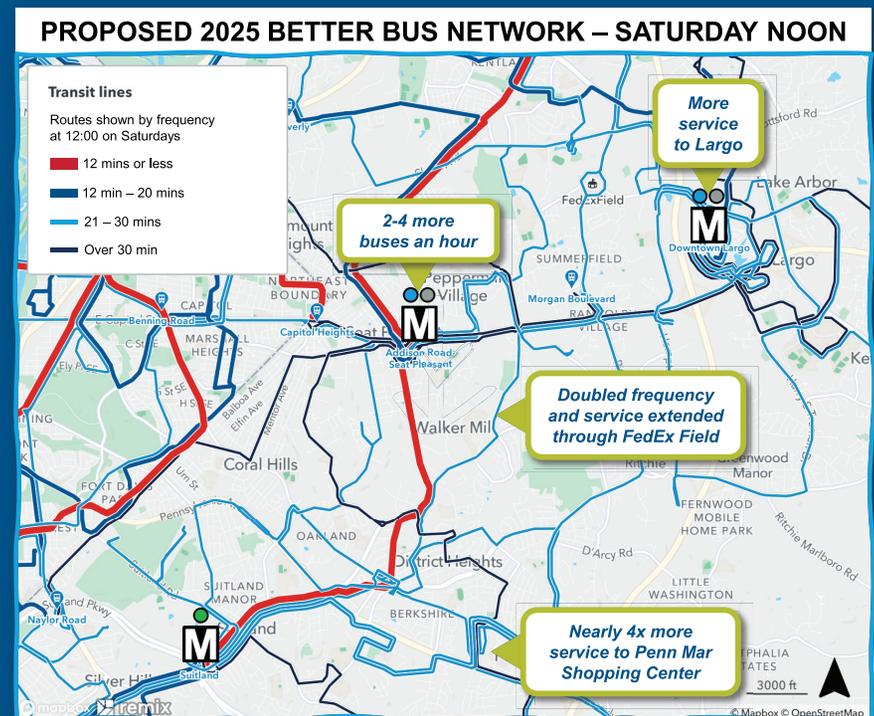
Coordination on adopting and implementing TheBus's service plan is critical to ensure continuity of service for customers in Prince George's County. The Better Bus Network includes service proposed to be operated by TheBus that is currently operated by Metrobus in areas such as:

- Cheverly
- Clinton
- Bowie
- Friendly
- Hillcrest Heights

Coordination between Metro and Prince George's County will continue to ensure the seamless implementation of services by both agencies.



The County, in parallel, is undertaking its own planning effort known as **Transit Transformation** to look more broadly at the future of all forms of transit.



Route Renaming

The existing Metrobus route names are confusing to many customers. Route names reflect historical characteristics and provide little useful information about the bus routes. While any change is difficult and many individuals have strong connections to the names of their existing bus routes they take, this was a tremendous opportunity to make the bus network more intuitive by using the names to provide information about where the service operates. New names will reinforce that other aspects of a route may be changing too. To develop a new naming system, Metro assessed approaches from other transit agencies, conducted customer research on preferences, and tested multiple scenarios on both the existing and proposed Metrobus routes.

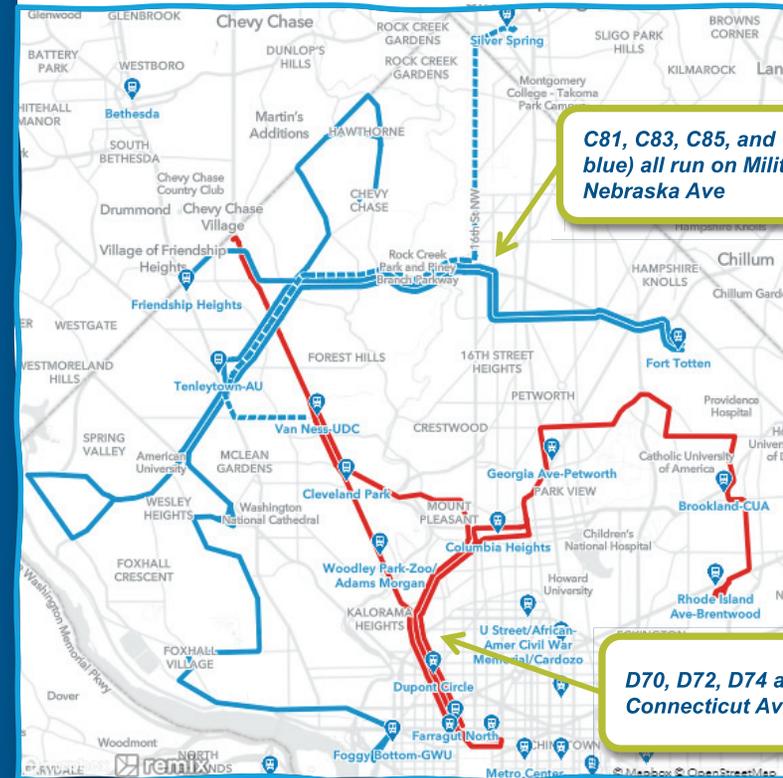
Proposed Naming Convention

Routes are named based on the following criteria:

- The first character represents general area:
 - **D** or **C** (District of Columbia, with D generally corresponding to routes serving Downtown and C with Crosstown routes)
 - **M** (Montgomery)
 - **P** (Prince George's)
 - **A** (Arlington and Alexandria)
 - **F** (Fairfax County, City of Fairfax, and Falls Church)
- The second character represents a number that clusters routes along the same corridor or in the same neighborhood
- The third character distinguishes it from other routes in that cluster; an X represents limited-stop service

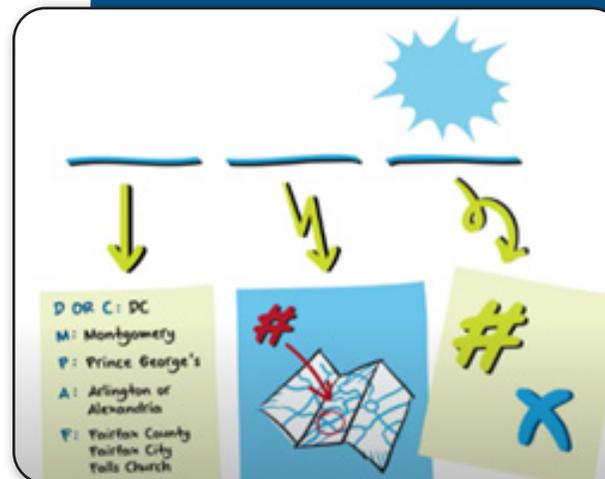
Local providers also can apply this approach in renaming efforts for other bus service in the region.

PROPOSED 2025 BETTER BUS NETWORK



C81, C83, C85, and C87 (in blue) all run on Military Rd / Nebraska Ave

D70, D72, D74 all run on Connecticut Ave

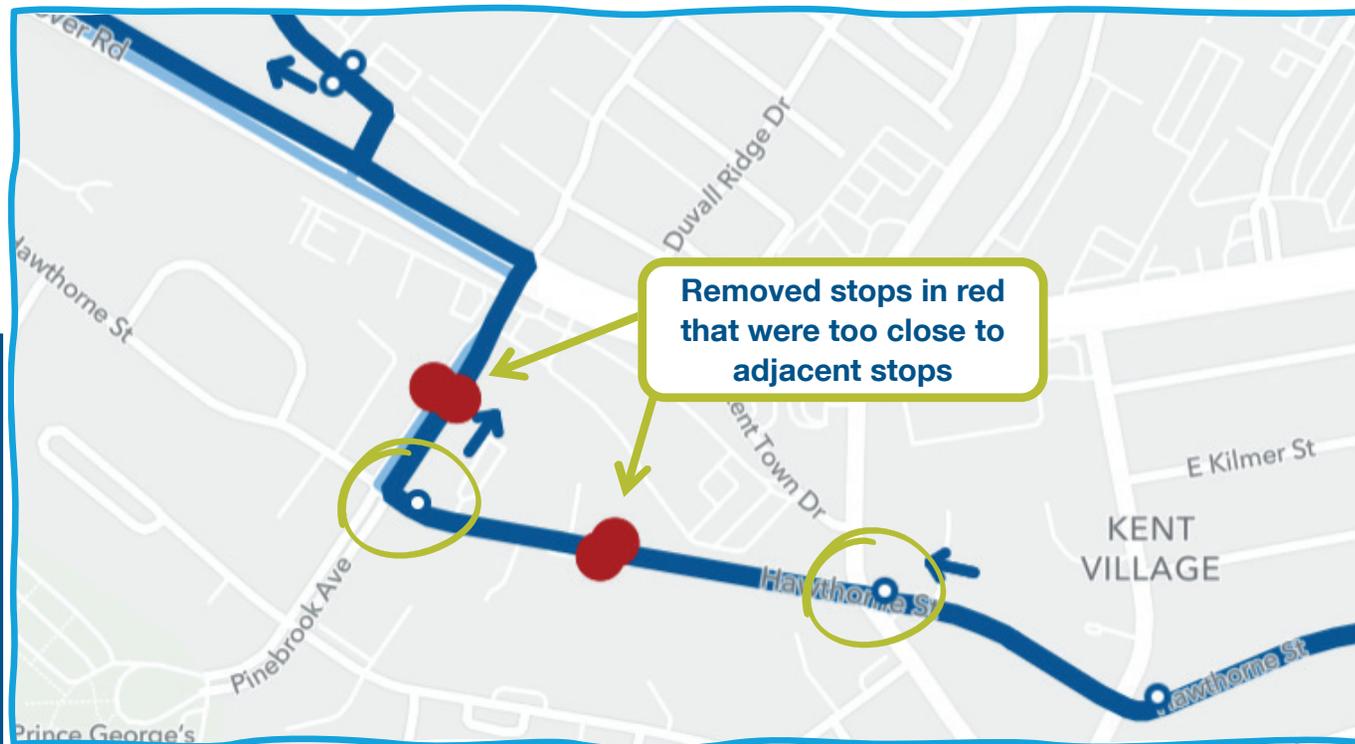


The outcome of renaming is a more legible, intuitive network for customers.

Bus Stop Consolidation

The Network Redesign also includes removing more than 600 bus stops (of 9,500 stops Metrobus uses) that are too close to the next stop based on Metrobus service guidelines (4-5 bus stops per mile for local bus and 2-3 bus stops per mile for limited stop service), have low ridership, or do not provide safe pedestrian access (sidewalks and crosswalks). Ultimately, bus stop consolidation is a regional investment to improve bus speeds and reliability. Bus stop consolidation can be challenging to support for users that do not want to, or have difficulty, walking longer distances to a bus stop. A detailed analysis of bus stop usage, demographics, and street configuration resulted in a proposal that was shared as part of the summer 2024 outreach. Working with partners from local jurisdictions, and based on a review of comments received in the most recent outreach about stops that are desired to be retained, Metro will continue to refine the final list of bus stops for consolidation as implementation of the network progresses.

EXAMPLE OF BUS STOP CONSOLIDATION P41 Capital Plaza – Downtown Largo



The outcome of bus stop consolidation is faster bus speeds, and more reliable travel time.



What's Next



Implementation of the Network

The Network Redesign team will finalize the proposed 2025 Better Bus Network using information and comments received in Phase 3. Once the proposed 2025 Bus Network is approved, Metro will roll out implementation of the network and begin trainings, scheduling, customer education, sign creation, and other internal coordination. Metro will begin implementing the network in summer 2025.

Implementation Timeline

	2024									2025							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Better Bus Network Redesign Milestones	Proposed 2025 New Network Public Engagement			Adopt Subsidy Allocation Formula and New 2025 Network						Rollout of the New 2025 Network							
Better Bus Network Redesign Activities		✓	← Finalize New 2025 Network with Jurisdictions				↔	✓	→ Rollout Preparedness: Training, Scheduling, Customer Education, Signs, etc.								
Major Events in the Region			★							★		★	★	★			

Legend: ✓ Board Meetings ★ External Events: July Fourth, Inauguration, Cherry Blossoms, World Pride, FIFA Club World Cup 2025 Games

Implementation Considerations

Planning and Scheduling

- Developing detailed route-by-route schedules
- Identifying facility needs
- Replacing signs and maps at bus stops

Training and Service Delivery

- Preparing operators and operational staff for changes
- Implications for fleet and maintenance operations

Customer Information and Communications

- Making sure existing and potential new customers know about the changes and where they can learn more
- Developing new online and print maps and timetables
- Customer service training

Systems and Data

- Ensuring back-end systems can communicate and track performance data
- Assessing performance of changes and identifying potential service modifications

Building Toward the Visionary Network

The 2025 Network was designed to scale up to the Visionary Network with additional investments. As funding becomes available, entirely new routes can be added and existing routes can be extended to reach new destinations, run more often, or run for more hours in the day to realize the full Visionary Network. This will improve access, frequency, and convenience and attract many more customers, by:

- Providing at least 30-minute frequency throughout the day for most routes
- Providing 20 new routes, including more connections between Metrorail branches and emerging activity centers
- Creating a regionwide 24-hour bus network including overnight connections to the region's airports
- Creating even more consistent frequent service all day and all week



Benefits to Customers and the Region from the Visionary Network

- Attract **twice as many new customers** than the proposed 2025 Network
- **Avoid 9,200 metric tons of GHG emissions** annually
- **Save three times more time** on an average weekday for transit customers
- Make an **additional 200,000 weekday trips convenient** to take on transit
- Provide **access to 17,000 more jobs within 60 minutes** on transit for residents of the region

Appendices

[A: Analysis of Existing Conditions](#)

[B: Demand Analysis & Market Assessment](#)

[C: COVID Market Assessment](#)

[D: Phase 1 Analysis Findings](#)

[E: Phase 1 Engagement Summary](#)

[F: Phase 2 Engagement Summary](#)

[H: Visionary Network Comment and Response Summary](#)

[I: Phase 3 Engagement Summary](#)