



Moving our region forward, together.

Working Groups Overview

TPB Technical Committee

April 4, 2025

Agenda Item 5



Agenda

- Vision and Goals
- Working Groups Overview
- Next Steps

DMVMoves – Joint Initiative of COG and Metro

Vision: Transit is the backbone of an integrated, world-class mobility network that makes the National Capital Region a thriving global economy, a preferred home, and a leader in innovation, environmental sustainability, and social equity.



1. Make **transit a preferred travel choice** by delivering safe, frequent, reliable, accessible, and affordable service that takes people where they want to travel, when they want to travel
2. Provide a **seamless, connected, and convenient customer experience** that is intuitive, easily understandable, and consistent across operators and areas of the region
3. **Grow ridership by focusing development near transit**, expanding and improving transit connections to economic opportunities, and establishing other supportive land use policies
4. Enhance **quality of life** and advance **economic development**, regional environmental **sustainability, climate resilience**, and **equity** goals through innovative and inclusive transit solutions
5. Ensure **long-term, predictable, and sustainable transit funding** with accountability and transparency for all providers
6. Establish standard, **best-in-class transit workforce policies and skills training** that ensures a robust labor force and helps transit better compete in the labor market

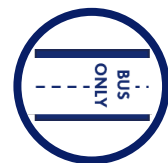
Working Groups Overview

Working Groups are Developing Recommendations

Since December, working groups have met monthly to develop action plans that will advance key recommendations, while weighing costs and benefits. These action plans, set for completion by June, aim to enhance customer experience region-wide and deliver cost efficiencies for transit agencies.



Integrate and align fare policies to provide consistent customer experience



Implement bus priority strategies to get best value from high-frequency routes



Adopt shared service guidelines for when and how often transit operates and measure performance



Explore shared use of resources and assets and grouped procurements



Improve wayfinding, customer information, and amenities at transit stops



Make training, certification, and inspection programs more consistent across the region

Bus Priority Working Group

Implement bus prioritization strategies to get best value from high-frequency routes

Scope & Focus

Bus Priority / BRT Action Plan

- Regional priority corridors
- Range of investment options
- Generalized costs and benefits for investment options
- Road owner/agency commitments

Notable Progress

- Working Group has provided input on corridor priorities / selection
- Consensus on criteria for selecting priority corridors, range of capital and service investment options
- Proposed corridor list for action plan under review
 - Specific investment levels for corridors through future project development based on outcomes desired
- Road owner / agency commitments will be crucial

Service Guidelines & Performance Reporting Working Group

Adopt shared service guidelines for when and how often transit operates, and consistent measurement and reporting of performance

Scope & Focus

Regional Service Guidelines

- Service level classifications and standards for similarly-situated communities

Proposed Common Performance Metrics

- Shared definitions for common metrics
- Template for consistent, uniform performance reporting

Notable Progress

- Consensus to define standard set of performance measures
- Consensus to use new service guidelines to identify gaps, investments needed to align existing service with guidelines
- Metro presented 4 framework options. Working Group selected one for further development, based on service classifications and activity tiers

Shared Training & Consistent Requirements Working Group

Make training, certification, and inspection programs more consistent across the region

Scope & Focus

Shared Training

- Consistent/shared training programs such as operator training and obstacle courses and apprenticeship programs

Consistent Requirements

- Providing information and reports efficiently and effectively
- Review and identify differences in Jurisdictional oversight

Notable Progress

Shared Training

- Consensus around developing a reliable transit talent pipeline and shared/consistent training
- Complex; proposal to establish a longer-term working group
- Will explore concepts for a regional approach to training / requirements

Consistent Requirements

- WMATA documenting requirements

Fare Integration Working Group

Integrate and align fare policies to provide consistent customer experience

Scope & Focus

Deliver a cost-benefit analysis and action plan for transit fare products:

Near-term Opportunities*:

- Universal Regional Transfer Credit
- Consistent Fare Discount Programs
- Regional Unlimited Passes (for local operators and Metro)

Notable Progress / For Awareness

- Interest from regional operators in expanding low-income fare programs and providing consistent transfer credits
- Youth and student fare alignment poses challenges
- Combination Metrorail-regional bus passes impact revenues for local bus agencies under current arrangement

*that do not require technology/infrastructure change, excluding regional rail

Wayfinding & Customer Amenities Working Group

Adopt shared design guidelines for bus stops, amenities, wayfinding, and customer information strategies to deliver a seamless customer experience

Scope & Focus

Standard maps and signage

- Unified bus flag / stop sign

Regional route naming scheme

Consolidated bus stop ID system

- Shared definitions for common metrics

Notable Progress / For Awareness

- Interest from regional operators to participate in unified bus flag
- Challenges associated with a regional route naming scheme
- Consensus to consolidate bus stop ID system for better alignment with customer-facing information and asset management at shared stops

Shared Assets & Procurements Working Group

Explore shared use of resources and assets and grouped procurements

Scope & Focus

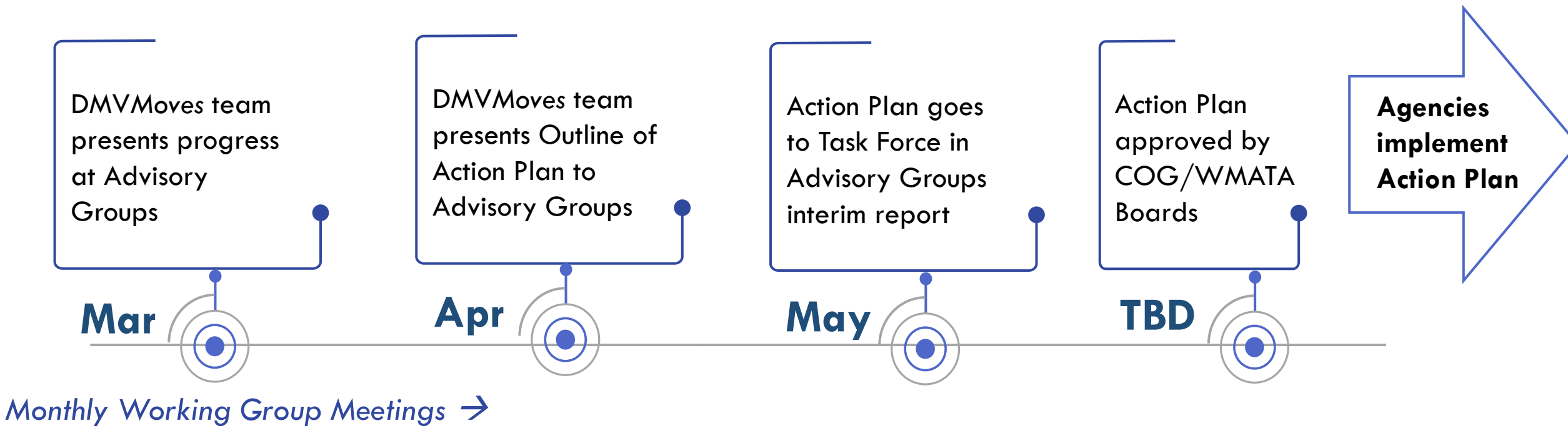
- **Joint transit procurement committee** to leverage collective buying power for bus procurement and/or common operational and maintenance needs
- **Consolidated call center** to field customer inquiries for all transit operators in the region

Notable Progress / For Awareness

- Strong interest among local operators to reduce costs through joint procurement agreements
 - More discussion needed on bus procurement costs and challenges
- Challenges associated with joint call center

Next Steps

Current Working Groups Timeline and Products



Work plans: The schedule and list of tasks and deliverables for each working group; inputs for Action Plan

Action Plan: The DMVMoves implementation plan: the combined list of changes the working groups agree to recommend to the Task Force, expressed as action steps for each agency, benefits, costs, and implementation timelines

*Timeline subject to change