

Better Bus Launch Update

TPB Tech

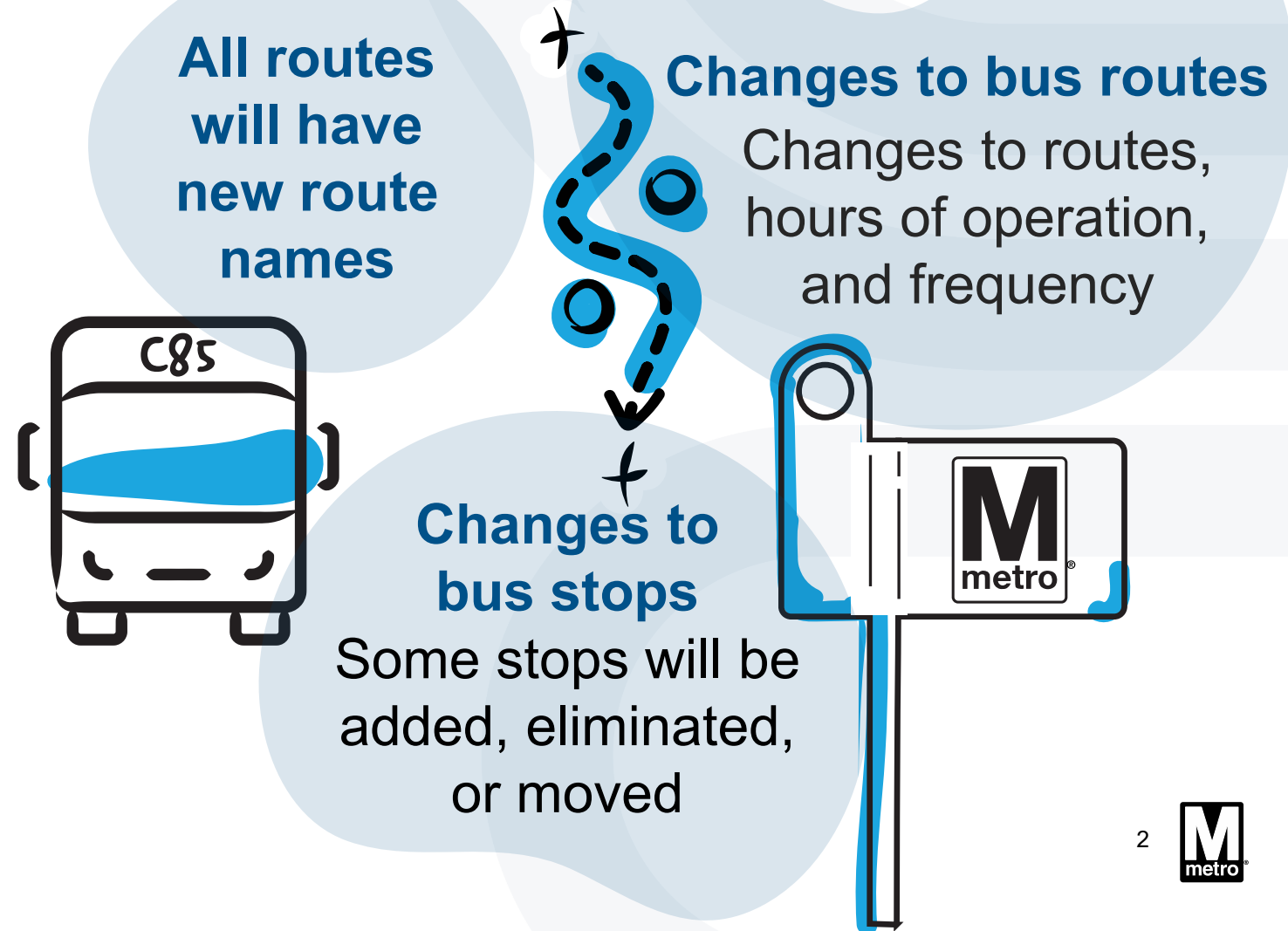


Our message to customers: Your route is changing on June 29!

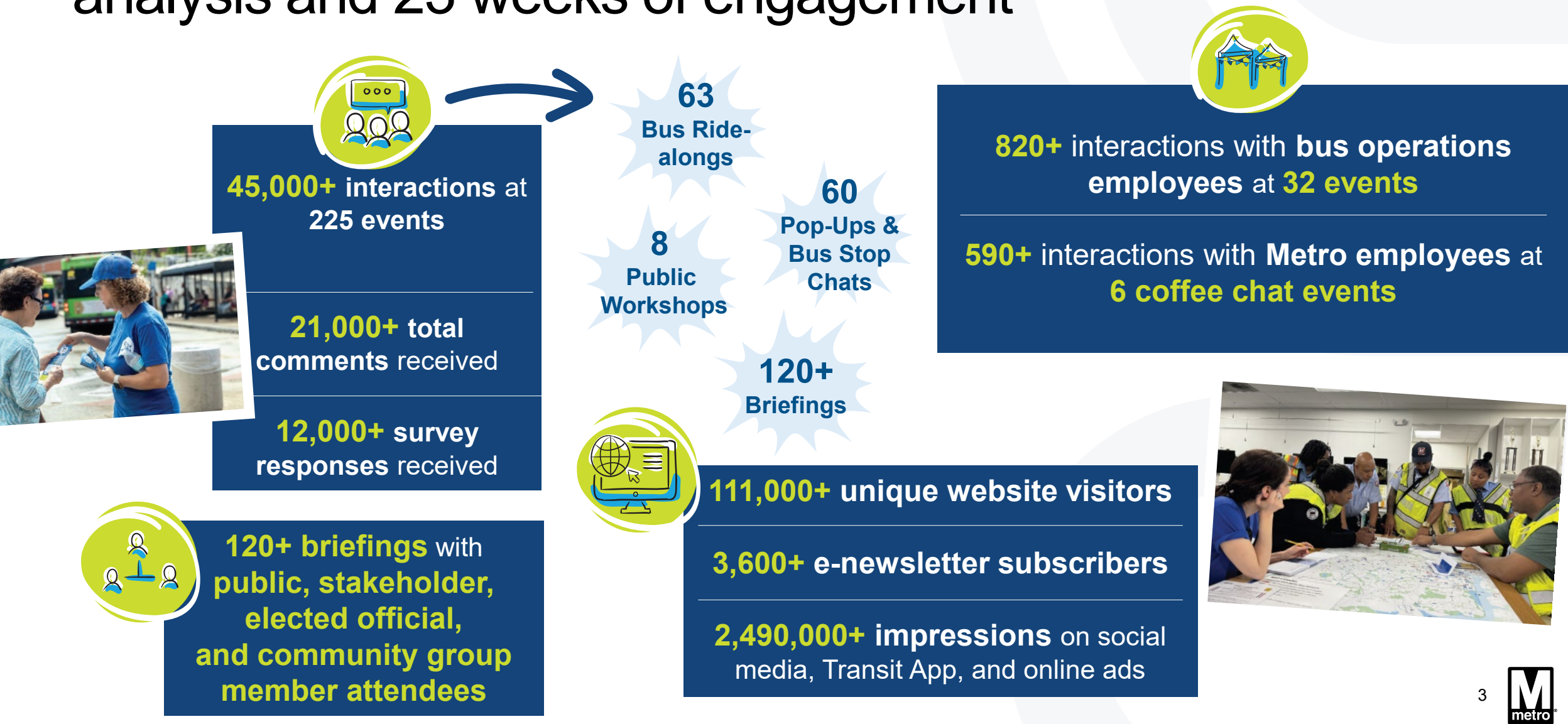
Bus routes are changing.
Yes, even yours!

With all this change, we
have materials to help
explain what the new
network means for you, your
family, and your community.

You do not need to learn
every single change for the
network to work for you.



The adopted network was built on 2 years of planning and analysis and 23 weeks of engagement



Better Bus Network Redesign launch timeline

- Metro will be the first agency of its size to implement a full network redesign in one phase in less than a year
- Temporary signs and maps ensure customers and employees are ready on day-one
- Permanent signs, maps and stop improvements will roll out in the coming year

PROGRAM SCHEDULE



How to learn what the new network means for you

Various tools are available to help you understand your new trip(s), new route(s), and changes happening in your area



Plan Your Trip

Use the Trip Planner or call 202-GO-METRO to understand how your trip(s) will change



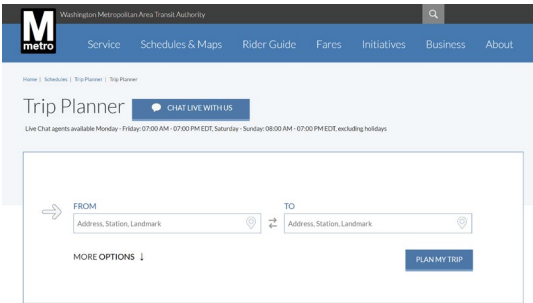
Find Your New Route
Visit the Route Crosswalk webpage to understand which route(s) is replacing your current route



Understand Your Route
Review Route Profiles with details hours of operation and frequency, for each route in the network



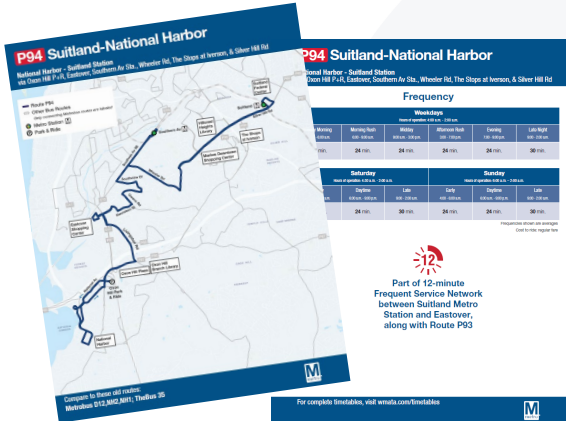
Learn About Changes Happening in your Neighborhood
See Neighborhood Profiles with summaries of proposed changes by geographic area



ROUTE*

X2 [FIND MY NEW ROUTE](#)

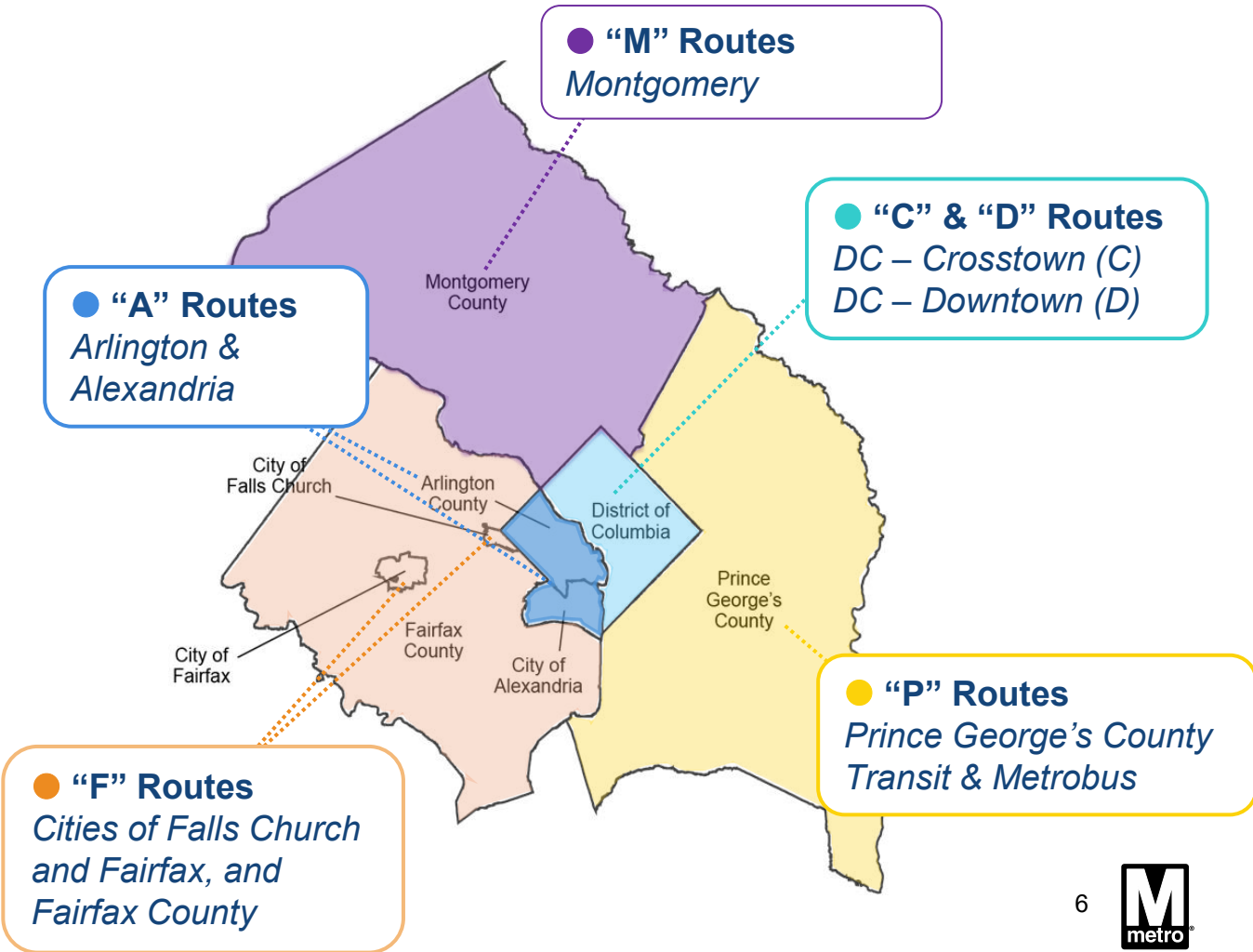
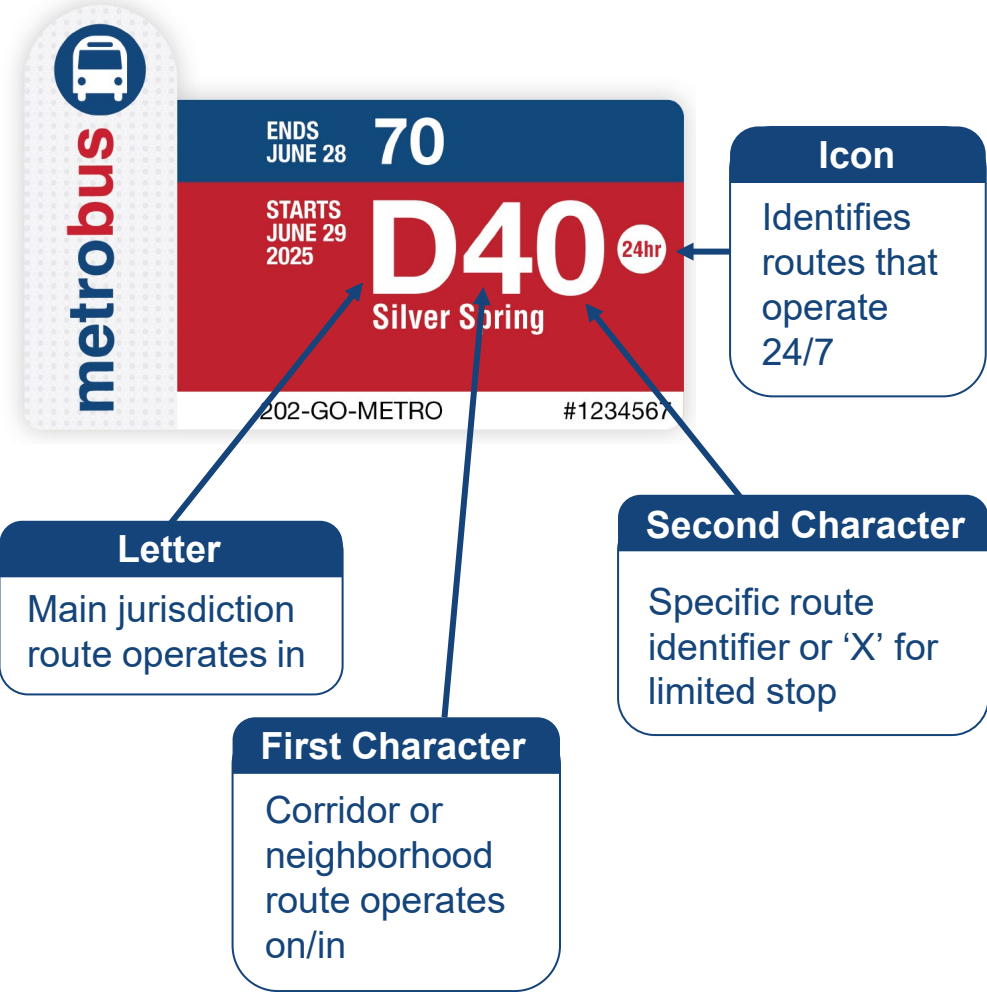
New route(s)	Runs between	Route information
D20	Gallery Place-Minnesota Av	D20



NEIGHBORHOOD PROFILE: UNION STATION

Line	From	To	Description of Route
Blue	Union Station	Rockville	The Blue Line connects Union Station to Rockville via the current D1 route, with an extension to the University of Maryland at College Park via the current D1 route. The Blue Line also connects Union Station to Rockville via the current D1 route, with an extension to the University of Maryland at College Park via the current D1 route.
Orange	Union Station	College Park	The Orange Line connects Union Station to College Park via the current D1 route, with an extension to the University of Maryland at College Park via the current D1 route. The Orange Line also connects Union Station to College Park via the current D1 route, with an extension to the University of Maryland at College Park via the current D1 route.
Green	Union Station	College Park	The Green Line connects Union Station to College Park via the current D1 route, with an extension to the University of Maryland at College Park via the current D1 route. The Green Line also connects Union Station to College Park via the current D1 route, with an extension to the University of Maryland at College Park via the current D1 route.
Red	Union Station	College Park	The Red Line connects Union Station to College Park via the current D1 route, with an extension to the University of Maryland at College Park via the current D1 route. The Red Line also connects Union Station to College Park via the current D1 route, with an extension to the University of Maryland at College Park via the current D1 route.

New route names and signs make the new network easier to ride



Multiple ways we're reaching customers in-person

Starting mid-May, engagement will shift to focus on meeting people where they are



Pop-Ups

- Raise awareness, help customers plan their trip and understand how the new network impacts them
- Target already scheduled outdoor events, such as farmers markets and festivals

Bus Stop Chats

- Raise awareness and inform customers about changes to their bus route

Ride-Alongs

- Raise awareness and inform customers about changes to their bus route
- Focus on high-change routes

On-Street Assistance Staff

- 100s of staff in the field to answer questions and provide information



Extending the reach of our engagement

Partnering with CBOs

Leveraging partnerships with CBOs to extend the reach of our engagement



Elected Official Info Sessions

Briefing elected officials so they're able to answer constituents' questions and point them toward relevant materials



Communications Toolkit

Digital communications toolkit designed so partners to easily share information about the upcoming network changes in newsletters and on social media



Training Partners & Stakeholders

Providing training to stakeholders and partners so they're empowered to share information about the network with their constituents



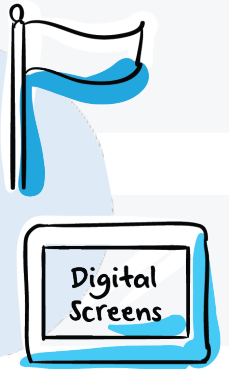
Mailers

To spread the word in high change areas



Signage

on buses, in stations, and at others hot spots



Standing committee meetings

Spreading the word through Metro's committees (Youth Advisory Council, AAC, RAC)

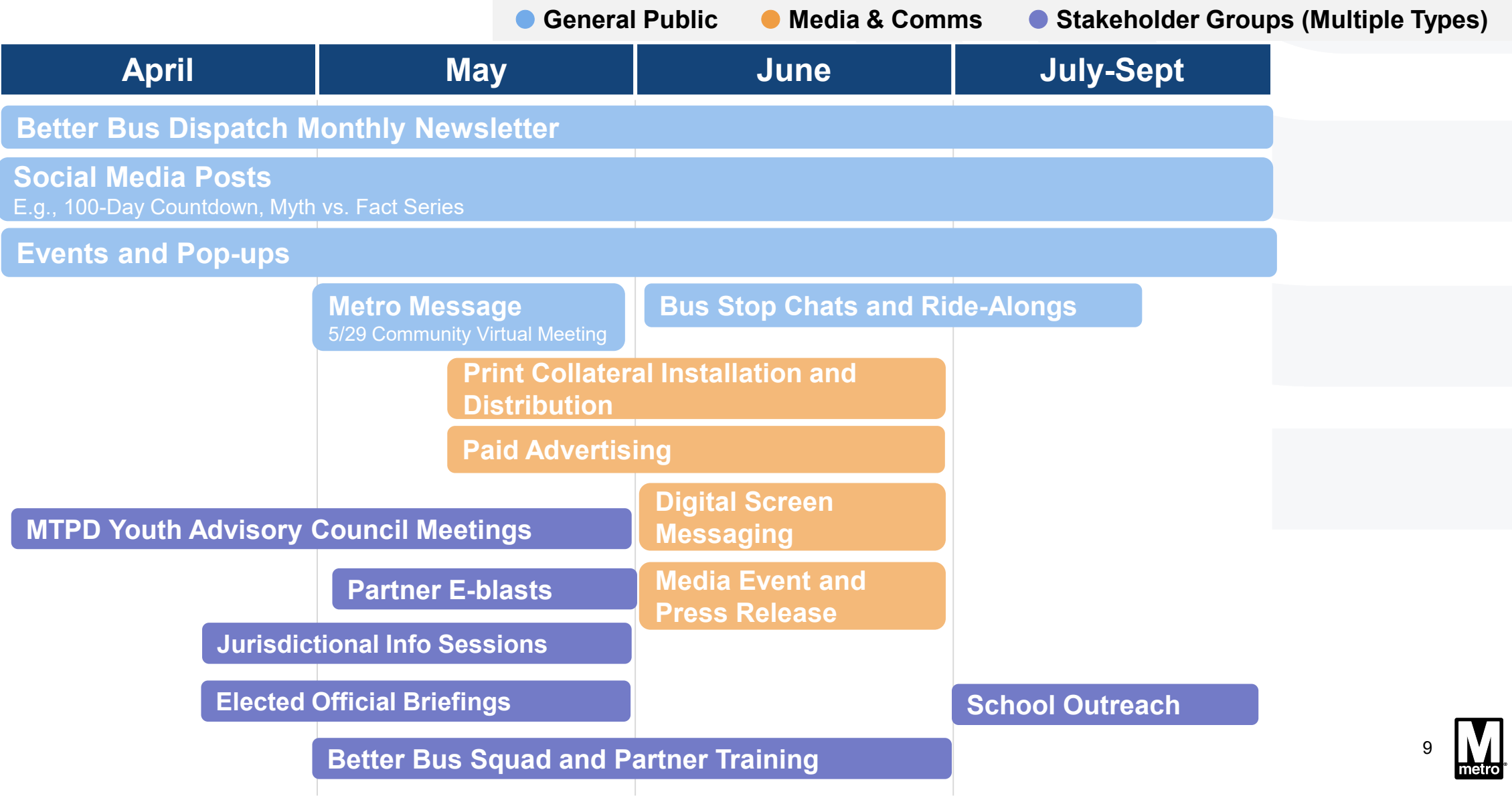


Fact Sheet and Take One

Give information in multiple languages Spreading the word through Metro's committees (Youth Advisory Council, AAC, RAC)



Public outreach and schedule overview



Continuing to work closely with jurisdictional partners to implement the new network

- Working with each jurisdiction on bus stop and on-street improvements, noting that some improvements may not be implemented until after Launch Day
- Transferred 10 buses to support Prince George's County Transit with service

New bus stops may also include routes from multiple agencies



BUS STOP

ENDS JUNE 28 **A11, B12**

STARTS JUNE 29, 2025

M12 metrobus McPherson Sq

84  Georgia Av

92  Silver Spring

metrobus 202-GO-METRO STOP# 1234567  311 STOP# 3456789

BUS STOP

ENDS JUNE 28 **A11, B12**

STARTS JUNE 29, 2025

P12 metrobus McPherson Sq

84 TRANSIT Ikea Way

92 TRANSIT Mt. Rainier



metrobus 202-GO-METRO STOP# 1234567 TRANSIT 301-324-2877 STOP# 3456789



Bus Maps and Station Maps will show local bus providers routes

Looking for a Bus?
Boarding Locations and Service Days

Route	Destination	Boarding Location	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
A12	Hunting Forest								
A48	Farmington								
A58	Shaw's Corners								
A79	Tysons								
A79	Princeton Yard								
A71	King St-Chil Town								
A78	Wells Center								
A78	Wells Center								
P80	George Mason								
P80	Fair Oaks								
P81	Fair Oaks								

For more information | Para más información

 202-GO-METRO  311



 202-GO-METRO  311



Ballston-MU

Looking for a Bus?
Boarding Locations and Service Days

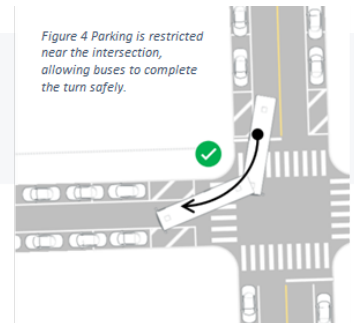
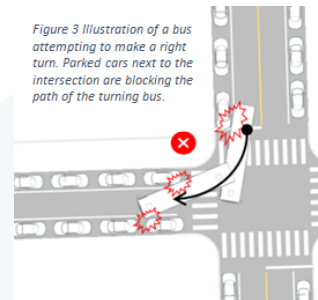
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A78	Wells Center								
A78	Wells Center								
P80	George Mason								
P80	Fair Oaks								
P81	Fair Oaks								

For more information | Para más información

 202-GO-METRO  311

 202-GO-METRO  311

Bus stop and on-street changes to support safe operations



Key updates (as of April 24th)



Bus Flags

- Installation: March 3rd – May 25 (+/-)
- 37% of Bus Flags installed to date (2687); 66% of the Bus Flag Removal Notices installed (706)



Operator Training

- Operator route selections completed 4/18
- Approximately 80% of training completed



Digital Systems

- Digital Systems GTFS File Complete
- Bus Systems testing starts end of April
- Trip Planner anticipated for public launch late April



WMATA Coordination

- Internal trainings for Metro Integrated Command and Communications Center (MICC), Call Center, and MTPD underway



Maps

- Design updates underway
 - 35 Bus Bay Station Maps Complete
 - VA and MD System Maps complete; DC by 4/28
- Installation to commence when bus flags are complete

You have a role in our successful implementation of the new network



Share
Resources

1. **Get Smart on the New Network:** Learn about the redesign, and the resources available to transit customers in your community. Share these resources widely, so that your constituents can get the information they need to make their trips with confidence. Attend an information session (or watch a recording) to get comfortable teaching others about the new network.
2. **Get Materials:** Contact your jurisdiction's Government Relations staff to request informational materials to distribute to your constituents & community. We have pamphlets, maps, schedules, bus route & neighborhood profiles, yard signs, and more.
3. **Invite Us To An Event:** Contact your jurisdiction's Government Relations staff to invite us to a standing meeting, a community event, or other gathering to provide general, or neighborhood-specific, information about the new network.
4. **Become a Better Bus Partner:** Participate in Metro's four-month Better Bus Partner Program, beginning on June 1. This program will equip you to: prepare your community for implementation day, distribute materials about the new network, monitor and report missing or outdated bus stop signage, and recruit others to the Better Bus Partner Program.

Lead Your
Community