

21 May 2025

# The Better Bus Network Redesign

Briefing for the Joint TMD  
Advisory Committee



RD OR SV BL YL GR metrobus metro access



# Agenda

Better Bus Network Redesign Briefing  
Joint TMD Advisory Committee








- I. The Better Bus Network Redesign: What, Why, and How
- II. Spreading the Word About the New Network
- III. Q&A

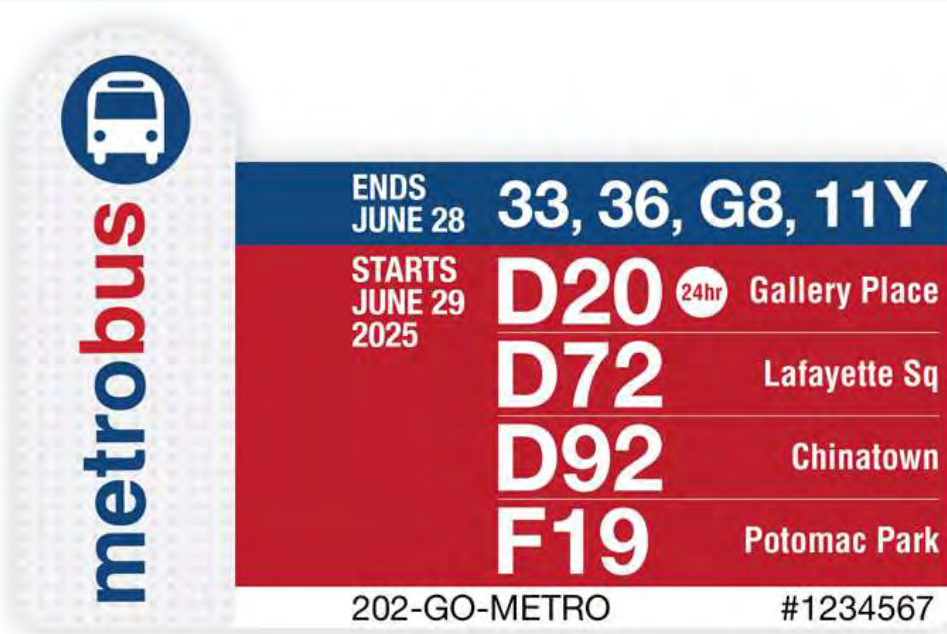
# What Is the Better Bus Network Redesign?

Better Bus Network Redesign Briefing  
Joint TMD Advisory Committee

The 2025 Better Bus Network represents Metro's commitment to improving service and connections **using the resources we have today**. By changing bus routes and service times, this network better connects the region, increases access to better bus service, and makes the bus more convenient.

The network redesign **will go into effect on June 29th**.

-  First Network Redesign in 50 Years
-  Revenue Neutral
-  Better Connects the Region
-  Makes the Bus More Convenient to Use
-  Improves Service on Evenings & Weekends
-  Fills Service Gaps
-  Better Service for Our Customers Today



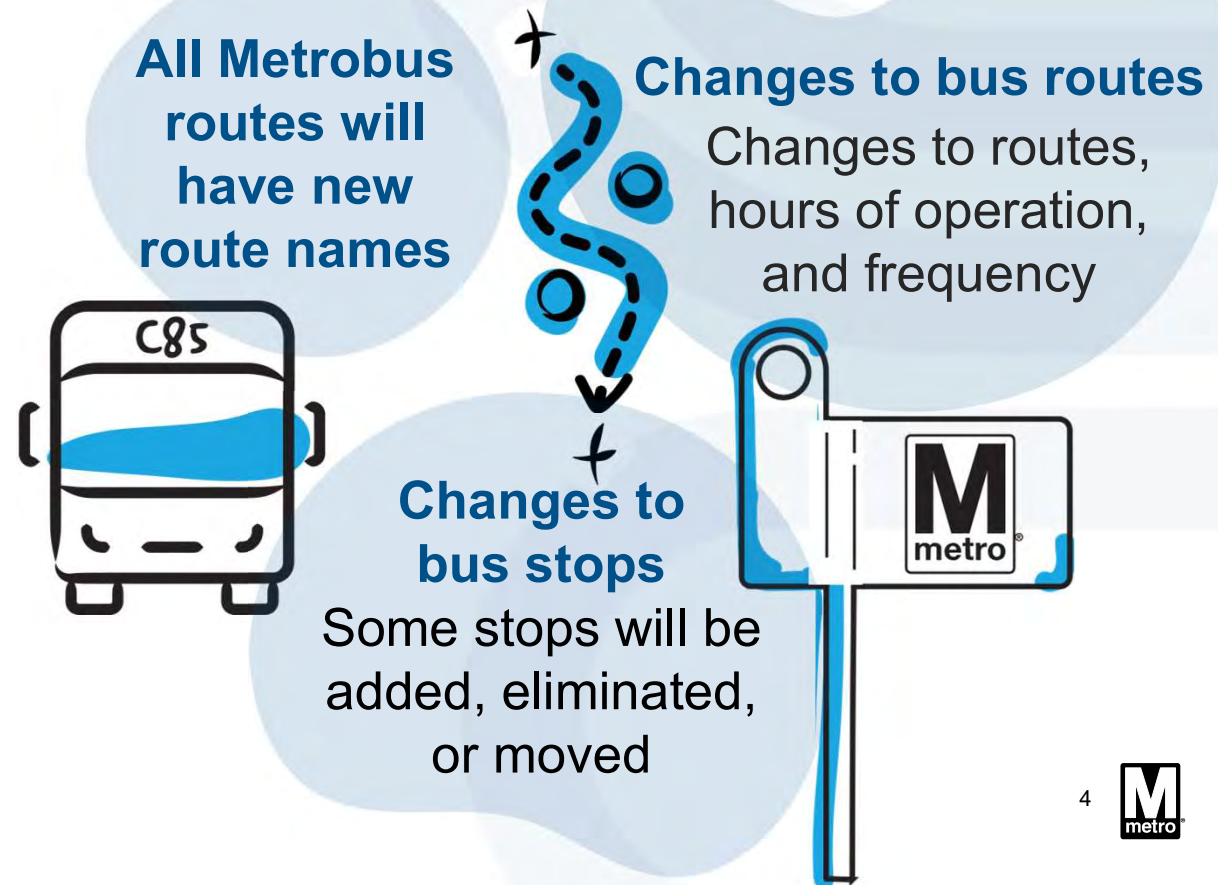
# Our Message to Customers: Your Route is Changing on June 29!

Better Bus Network Redesign Briefing  
Joint TMD Advisory Committee

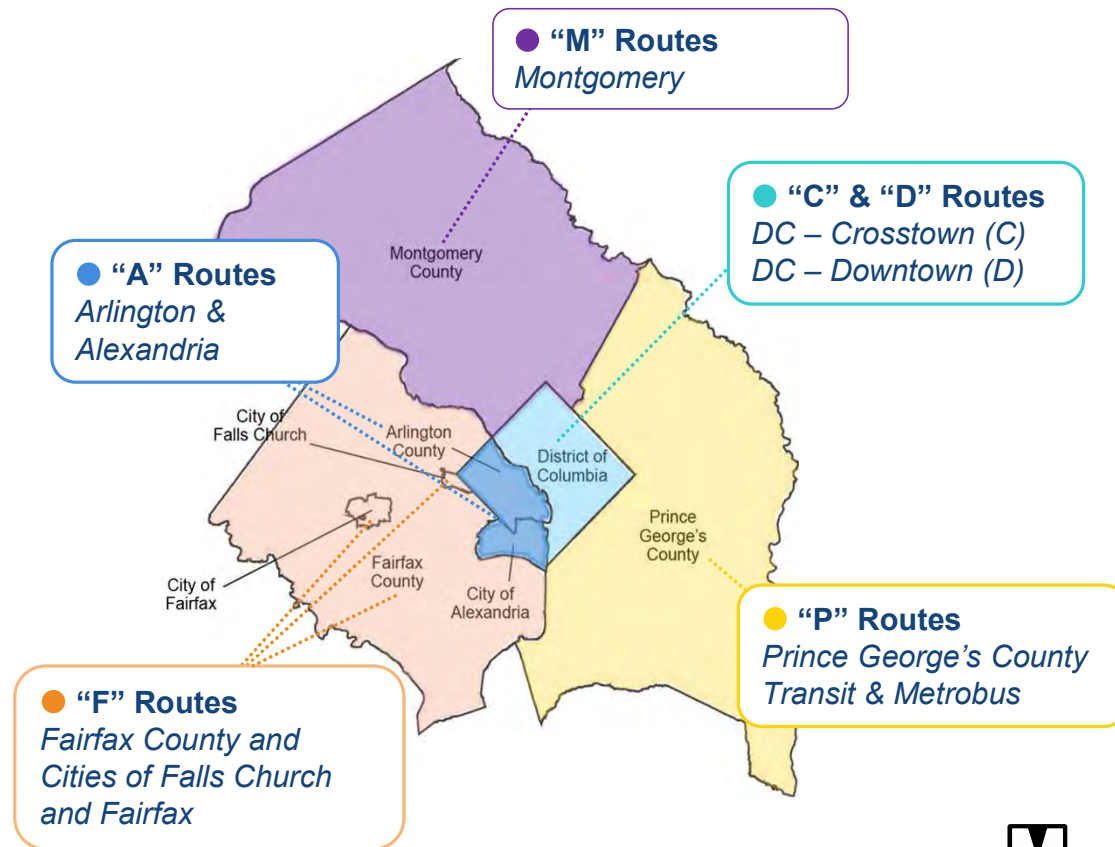
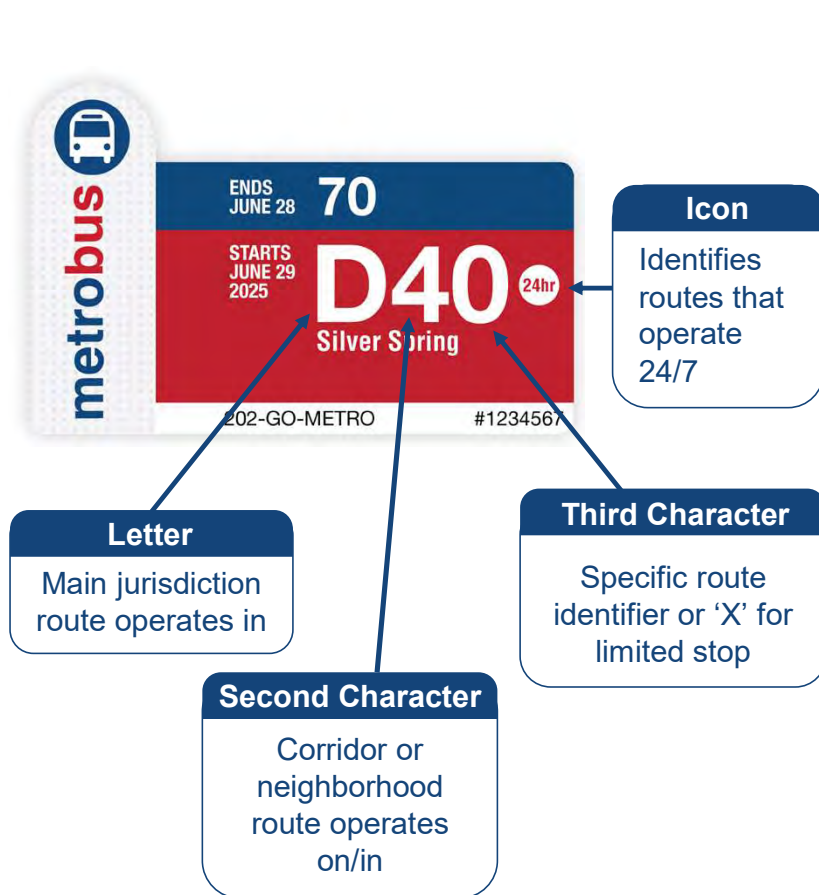
**Bus routes are changing.  
Yes, even yours!**

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

**Learn the network one trip at a time!** You do not need to learn every single change for the network to work for you.



# New Route Names and Signs Make It Easier to Ride the Bus



# The Network Was Built on 2 Years of Planning & 23 Weeks of **Regionwide** Engagement

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Hearing from transit riders across the entire region helped us make a new network using the same resources that better meets the region's needs. There were tradeoffs between adding service where it is desired and reducing service where demand is low.

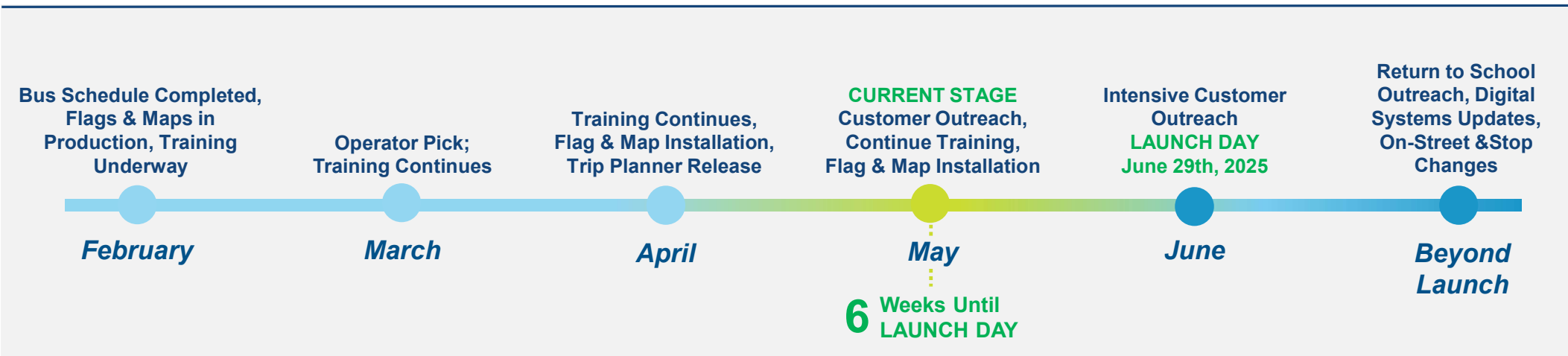
## Montgomery County Stakeholder Outreach (May–July 2024)

- **Ride Alongs:** C12/C14, L8, Q4
- **Pop-Ups:** Wheaton, Friendship Heights

# Countdown to the BBNR Launch

Better Bus Network Redesign Briefing  
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## PROGRAM SCHEDULE



# You Have a Role in Our Successful Implementation of the New Network

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Share  
Resources

1. **Get Smart on the New Network:** Learn about the redesign, and the resources available to transit customers in your community, by visiting [wmata.com/betterbus](http://wmata.com/betterbus).
2. **Get Materials:** Contact your jurisdiction's Government Relations staff to request informational materials to distribute to your constituents & community.
3. **Generate Original Content on the New Network:** Use our communications toolkit to make original content about the upcoming changes. Inform your community about the new network on social media and through your newsletters. Let your constituents know about where they can find Metro at our in-person engagement opportunities. [wmata.com/betterbuscomms](http://wmata.com/betterbuscomms)
4. **Become a Better Bus Partner:** Participate in Metro's four-month Better Bus Partner Program, beginning in early May. 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. [wmata.com/betterbuspartner](http://wmata.com/betterbuspartner)

Lead Your  
Community



# Informational Materials on the New Network (1/2)

Better Bus Network Redesign Briefing  
Joint TMD Advisory Committee

Various tools are available **now** at [wmata.com/BetterBus](http://wmata.com/BetterBus)



**Live!**

## Plan Your Trip

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



**Live!**

## Find Your New Route

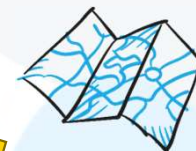
Visit the Route Crosswalk webpage to understand which route(s) is replacing your current route



**Live!**

## Understand Your Route

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



**Live!**

## Learn About Changes in your Neighborhood

See Neighborhood Profiles with summaries of changes by geographic area

WMATA Trip Planner

FROM: Address, Station, Landmark

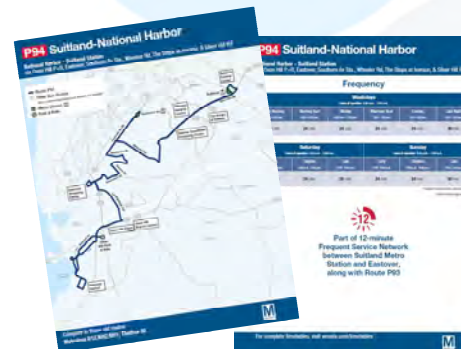
TO: Address, Station, Landmark

GO

ROUTE\*

X2

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



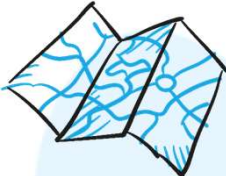
NEIGHBORHOOD PROFILE: UNION STATION

Neighborhood	Changes
Union Station	...
...	...

# Informational Materials on the New Network (2/2)


Better Bus Network Redesign Briefing  
Joint TMD Advisory Committee

Various tools are available **now** at [wmata.com/BetterBus](https://wmata.com/BetterBus)




**Live!**

**Understand the Full Network**  
See the **Full Network Maps** for DC, MD & VA

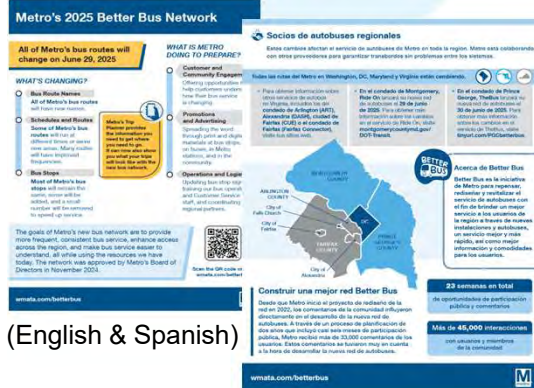


"New Maps for Metro's Bus Network"




**Live!**

**Learn the Facts**  
Review the **Project Fact Sheet** that outlines the new network and changes





(English & Spanish)



**Live!**

**Know the FAQs**  
Review the **Frequently Asked Questions** to learn more





**Coming Soon!**

**View & Print your Timetables**  
Look up route **Timetables** with a new print friendly view

**Metrobus Timetables and Schedules**  
Select a route to download a schedule or view it online. If you want a customized schedule, then please narrow your search to the stops that you use, and choose weekday, weekend, or holiday schedules.  
For timetables on June 29, 2025 and beyond, enter a new route number. If you do not know your new route number, [click here](#) to use our new tool.

\* a required field.

ROUTE\*

Bus Route

[wmata.com/timetables](https://wmata.com/timetables)

# The Trip Planner: The Best Way to Learn Your Routes

Go to [wmata.com/tripplanner](https://wmata.com/tripplanner) and input a trip date on or after June 29, 2025

**Trip Planner Results**

➔ From NEW CARROLLTON METRO STATION | To SUITLAND METRO STATION


Leaving at 8:00 AM | On June 30

[MODIFY MY TRIP](#) [PLAN RETURN TRIP](#)

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**ITINERARY 1 - 46 MINS**

Leave at: 8:08am  
Arrive at: 8:53am


 Board P60 - 42 mins  
Departs from NEW CARROLLTON GARAGE BUS LOOP+BAY D

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8:11am - Board P60 towards SUITLAND  
8:53am - Arrive at SUITLAND STATION & BAY L

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**\$2.25** Fare  
\$1.10 Fare (Senior/Disabled/Medicare/Metro Lift)

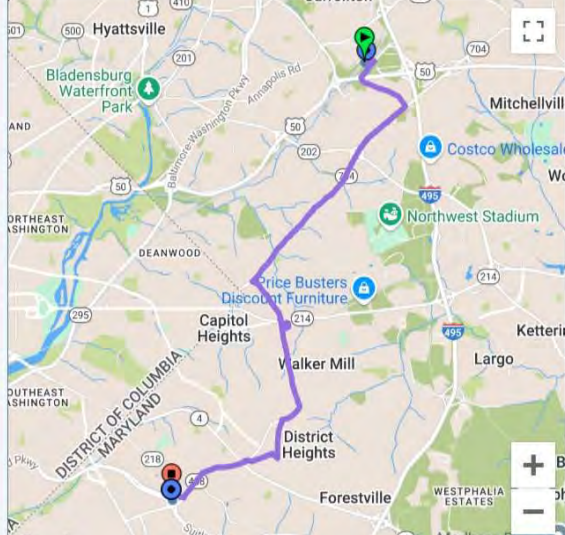
 CO<sub>2</sub> emissions saved: 10.3 lbs

[SEND](#)

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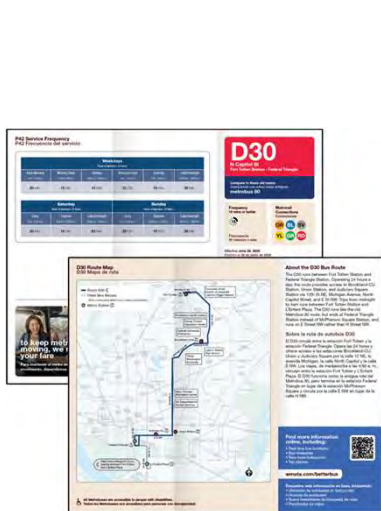
**ITINERARY 1** **ITINERARY 2**

**MAP LEGEND**  
● Origin ● Destination ● Transfer



# Printed Materials Help Us Reach More Customers

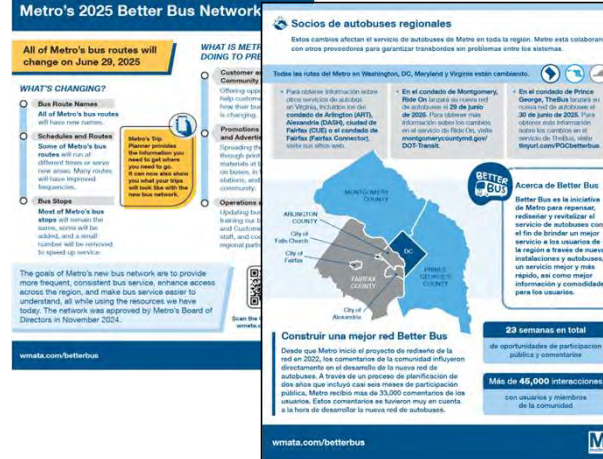
Greater Bus Network Redesign Briefing  
Joint TMD Advisory Committee



Route Handouts



Network Maps



Fact Sheets: English & Spanish



A-Frame Signs & Yard Signs



Take-Ones: English, Spanish, Korean, Chinese – Simplified, Chinese – Traditional, Amharic, Arabic, French, Somali, Vietnamese, Farsi-Dari, Russian, Portuguese, Filipino

# BBNR Events in Montgomery County

Better Bus Network Redesign Briefing  
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Date	Event Name	Neighborhood	Event Type
April 26, 2025	Montgomery County Greenfest	Wheaton	Pop-Up
April 30, 2025	BBNR Briefing for Montgomery County Stakeholders	Virtual	Briefing
May 24, 2025	Downtown Silver Spring Farmers Market	Silver Spring	Pop-Up

## Ride-Alongs & Bus Stop Chats: June 9 – July 13

### Silver Spring

**Mon 9 June 2025, 12PM-6PM**  
Ride-Along (Q4) & Bus Stop Chat  
**Sun 15 June 2025, 12PM-6PM**  
Ride-Along (Q2)  
**Tue 24 June 2025, 7AM-12PM**  
Bus Stop Chat  
**Wed 25 June 2025, 12PM-6PM**  
Bus Stop Chat  
**Fri 27 June 2025, 12PM-6PM**  
Ride Along (Q2) & Bus Stop Chat  
**Sat 28 June 2025, 8AM-2PM**  
Bus Stop Chat

### Glenmont

**Tue 17 June 2025, 12PM-6PM**  
Bus Stop Chat  
**Tue 24 June 2025, 12PM-6PM**  
Bus Stop Chat

### Friendship Heights

**Mon 9 June 2025, 12PM-6PM**  
Ride-Along (L8) & Bus Stop Chat  
**Thu 12 June 2025, 7AM-12PM**  
Ride-Along (E4) & Bus Stop Chat  
**Sun 15 June 2025, 12PM-6PM**  
Ride-Along (E4)  
**Fri 20 June 2025, 7AM-12PM**  
Ride-Along (L8)  
**Wed 25 June 2025, 12PM-6PM**  
Ride-Along (L8)  
**Fri 27 June 2025, 12PM-6PM**  
Ride-Along (E4)

### Shady Grove

**Sun 15 June 2025, 12PM-6PM**  
Ride-Along (Q6) & Bus Stop Chat  
**Tue 17 June 2025, 7AM-12PM**  
Ride-Along (Q6)

### Wheaton

**Mon 16 June 2025, 12PM-6PM**  
Ride-Along (C2) & Bus Stop Chat  
**Tue 17 June 2025, 7AM-12PM**  
Ride-Along (C2)  
**Mon 23 June 2025, 12PM-6PM**  
Ride-Along (Q6) & Bus Stop Chat  
**Thu 26 June 2025, 12PM-6PM**  
Bus Stop Chat  
**Sat 28 June 2025, 7AM-12PM**  
Ride Along (C2) & Bus Stop Chat

### Rockville

**Sat 14 June 2025, 12PM-6PM**  
Ride-Along (Q4) & Bus Stop Chat  
**Tue 17 June 2025, 7AM-12PM**  
Ride-Along (Q4)  
**Mon 23 June 2025, 7AM-12PM**  
Ride-Along (Q2)

### Takoma-Langley

**Wed 18 June 2025, 7AM-12PM**  
Bus Stop Chat  
**Fri 27 June 2025, 12PM-6PM**  
Bus Stop Chat

### Chevy Chase

**Tue 10 June 2025, 12PM-6PM**  
Ride-Along (L2) & Bus Stop Chat  
**Thu 12 June 2025, 7AM-12PM**  
Ride-Along (L2)  
**Sun 15 June 2025, 7AM-12PM**  
Ride-Along (L2)

*\*All dates & times subject to change*

# Metro Makes it Easy to Let Your Constituents Know About the New Network

Better Bus Network Redesign Briefing  
Joint TMD Advisory Committee

**Live!**

## Communications Toolkit

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

### Newsletter Copy

#### *Language to Drop Into Your Regular Newsletters*

Metro's Better Bus Network is coming on June 29! As Metro prepares for the launch, major efforts are underway, including updated bus stop signs and network maps, operator training, and system upgrades to ensure riders have the most accurate and up-to-date information.

It's never too early to learn your new bus route! Explore the updated trip planner, network maps, route profiles, and more at [wmata.com/BetterBus](http://wmata.com/BetterBus).

Get ready for a better, more connected, way to ride!

### Social Media Copy

#### *Language for Your Facebook, Instagram, X, and BlueSky Posts*

🚌 Better Bus is coming! 🚌🌟  
On Sunday, June 29, Metro will launch the new bus network—designed to serve you better through a faster, more frequent, and more reliable network. 👁️ Get a sneak peek: Explore maps & more at [wmata.com/BetterBus](http://wmata.com/BetterBus)! #wmata

### Talking Points

#### *Language for Your Community Meetings*

- Once in a Lifetime Change: Metro is launching its first complete bus network redesign ...
- Better Bus, Better Service: Many customers will enjoy faster, more frequent, and more reliable bus service ...
- New, Simpler Naming System: New route names will begin with letters indicating areas served ...
- Mark Your Calendar: Check out the updated trip planner to explore your new travel options ...
- It's Never Too Early to Learn Your New Bus Route!

# New Connections in Montgomery County

Better Bus Network Redesign Briefing  
Joint TMD Advisory Committee

## **M22 Bethesda-Olney**

Medstar Hospital-Bethesda  
via Leisure World, Aspen Hill, Glenmont, Wheaton, and Kensington



Compare to these old routes:  
L8,Y2,Y7,Y8



## **D96: Massachusetts Av – Bethesda**

Connects Bethesda Metro Station to Foggy Bottom via Friendship Heights, Glover Park, Dupont Circle, and Farragut Square. Extends the current D2 route to Bethesda.

## **M44: Randolph Rd – Hyattsville Crossing**

Connects North Bethesda to Hyattsville Crossing via Randolph Rd, Glenmont, Calverton, and College Park. New connections to White Oak Medical Center and Hyattsville Crossing.

## **M22: Bethesda – Olney**

Connects Medstar Hospital in Olney to Bethesda Metro Station via Leisure World, Aspen Hill, Glenmont, Wheaton, and Kensington. New connections to Kensington, Connecticut Ave, and Bethesda.

# Or Reshare Metro Content

- Follow Metro and amplify our posts:
  - Twitter/X (@WMATA)
  - Facebook (Metro Forward)
  - BlueSky (@wmata.com)
  - Instagram (@metroforward)
- Look out for our *Mythbusters* campaign every Sunday and more informational content coming soon.

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Joint TMD Advisory Committee



## Hey, Maryland!

Are you ready for your new bus network?



metrobus

STARTS  
JUNE 29  
2025

**M44**  
**P16**

North  
Bethesda  
Fort Totten

202-GO-METRO

STOP# 1234567

Keep an eye out for routes with letters **M** and **P** to keep you moving around Montgomery County and Prince George's County starting on June 29!



Learn more at  
[wmata.com/betterbus](http://wmata.com/betterbus)



Maryland

## M22 Bethesda-Olney

Medstar Hospital-Bethesda  
via Leisure World, Aspen Hill, Glenmont, Wheaton,  
and Kensington



New direct connection to/from **Bethesda** from/to **Olney** via Leisure World, Aspen Hill, and Wheaton. Today this requires either train to a bus or two buses with a transfer at Wheaton Station.



Compare to these old routes:  
**L8, Y2, Y7, Y8**



[wmata.com/betterbus](http://wmata.com/betterbus)



# The Better Bus Partner Program

## Help Amplify the Change!

Open to: Community-Based Organizations, **Elected Officials**, Businesses, Places of Worship, Government Entities, Schools, and more

**Program Dates:** June 1 - September 2025

### Register to be a Better Bus Partner

- Link to register: [wmata.com/betterbuspartner](http://wmata.com/betterbuspartner)
- Once registered, a team member will reach out to you to confirm a few details about the resources you need.
- Materials will be delivered to you!
- Start sharing information with your community

### Learn more about the Program

- [Better Bus Partner](#)
- [Socios de Better Bus](#)

Subscribe to the Better Bus Dispatch Newsletter

### Better Bus Partner Materials

#### Better Bus Partner Swag Bag

#### Printed Materials

- Brochure Holder
- Printed Take Ones
- Route Handouts
- Partner Identification Signage
  - Window cling, bus stop sign, yard sign



Info Session #2  
Friday May 16  
9:00AM

Info Session #3  
Thursday May 29  
12:00PM

# Discussion and Q&A

- **Charlie Scott**, Government Relations Officer – Maryland  
[cscott@wmata.com](mailto:cscott@wmata.com) | 301-467-1292
- **Reem Rayef**, Government Relations Project Manager  
[rrayef@wmata.com](mailto:rrayef@wmata.com) | 202-779-1306

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Joint TMD Advisory Committee

## Easy Ways To Support the New Network **Today**

1

**Get Smart on the New Network**  
[wmata.com/betterbus](http://wmata.com/betterbus)

2

**Check out our New Network FAQ**

3

**Use the Comms Toolkit**  
[wmata.com/betterbuscomms](http://wmata.com/betterbuscomms)

4

**Become a Better Bus Partner**  
[wmata.com/betterbuspartner](http://wmata.com/betterbuspartner)

# FAQs

Better Bus Network Redesign Briefing  
Joint TMD Advisory Committee



## What is Better Bus?

- Better Bus is Metro's major initiative to rethink, redesign, and revitalize bus service across the region.
- It includes everything from new electric buses and facilities to faster service with bus lanes and better signals.
- The heart of it? A brand-new bus network **launching Sunday, June 29, 2025**.



## What is the Network Redesign?

- It's Metro's **first complete overhaul** of the bus network since 1973.
- The **new bus network** redesign makes routes more useful, more frequent, easier to understand, and aligned with how people travel today.
- It launches **Sunday, June 29, 2025** - and *every single Metrobus route will change*.



## What's Changing on June 29?

- **All route names** will be new (based on location - like "A" for Arlington, "C" for DC, etc.).
- **Schedules and stops** are being updated to better match riders' needs and improve travel times.
- **Some stops** will be consolidated (about 5%) to make trips faster and more reliable.
- Use the Trip Planner to preview your new route and schedule!

# FAQs

Better Bus Network Redesign Briefing  
Joint TMD Advisory Committee

## How Can Riders Prepare?

- **Maps and route-by-route guides** are available for DC, Maryland, and Virginia.
- Use the **Metro Trip Planner** starting in spring to map your updated commute.
- Look for new signs at bus stops starting in February or March to preview changes.

## Why is Metro Doing This?

- Metrobus hasn't been fully redesigned in over **50 years** — and a lot has changed.
- The goal is to make trips **faster, simpler, more frequent, and easier to plan**.
- Riders will benefit from fewer transfers, shorter waits, and clearer route names.

## Will My Route Still Exist?

- Some routes will stay similar but have **new names**.
- Others may have **different hours, stops, or frequency**.
- Full details by route are available on Metro's website.

## What About Other Bus Services?

- **Prince George's County TheBus** is launching its own redesigned network on **June 30, 2025**.
- **Montgomery County Ride On** is running its own changes under the Ride On Reimagined plan.
- Other local systems like ART, CUE, DASH, and Fairfax Connector are not part of this redesign.

# FAQs

Better Bus Network Redesign Briefing  
Joint TMD Advisory Committee



## Are Fares Changing?

- No. **Metrobus** fares remain \$2.25.



## What About Students?

- Routes to schools were reviewed and updated based on community feedback.
- Metro prioritized maintaining and improving access for student riders.



## Can I Share Feedback?

- The final network was approved by the WMATA Board in November 2024, but Metro remains open to feedback.
- Riders can contact **Metro Customer Service** at 202-GO-METRO
- Riders can fill out a customer comment form at [wmata.custhelp.com](https://wmata.custhelp.com)



## Where Can I Learn More?

- Visit [wmata.com/BetterBus](https://wmata.com/BetterBus) for maps and updates.
- Use Metro's [Trip Planner](#)
- Email: [BetterBus@wmata.com](mailto:BetterBus@wmata.com)



## When Will 3rd Party Apps & Maps Be Updated?

- Data (GTFS) will be available for developers in June
- Some 3rd party apps and maps may not show the new network until after June 29

# Montgomery County Coordination

Better Bus Network Redesign Briefing  
Joint TMD Advisory Committee

In total Metro requested 59 infrastructure improvements from Maryland jurisdictions. The new network will operate safely whether or not these changes have been implemented.

- **Montgomery County:** Montgomery County and Metro staff have met monthly during much of the Better Bus Redesign effort (and in coordination with Montgomery's Ride On Reimagined Network Redesign study) and worked to exchange responsibilities of several routes and/or route segments or days of operation between the providers. Metro identified three improvements – two bus stops and a signal change – to support the new network. The signal timing and associated signs were modified in October 2024. The two bus stop improvements include adding a concrete pad to create the customer waiting area.
- **Maryland State Highway Administration (SHA):** SHA owns and operates many roads in the Montgomery and Prince Georges Counties and Metro has identified 20 bus stop improvements and sign/signal changes on these roads. After coordinating meetings with the district engineering staff as well as reviewing existing site conditions, SHA determined that requested changes will not impact the operability of routes. Improvements will be made over the next few months.

# Jurisdictional Coordination Across Maryland

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Joint TMD Advisory Committee

- **Prince George's County:** Prince George's County has been directly involved since the onset of the Better Bus Redesign effort. They have adopted the new route naming system, and we worked together to streamline service in the County and exchange responsibilities of several routes and/or route segments between the providers to improve overall customer service and efficiency. On April 2<sup>nd</sup>, Metro completed the transfer of ten surplus buses to the County at their request to support their service. Metro has also coordinated with staff to include route information on the new temporary bus flags as well as over 350 flags at County-only serviced stops. Metro identified 33 bus stops for improvement, mainly widening sidewalks and adding concrete pads to customer waiting areas.
- **City of Bowie:** Metro identified two bus stop improvements, including the addition of sidewalks and building a new bus stop. Staff has held monthly coordination meetings with the city's Transportation Department staff.
- **City of Greenbelt** Metro identified two new bus stops to be installed in the City of Greenbelt. Staff coordinated with the city's Public Works Department and followed the application process, which culminated in a City Council vote. Due to community concerns about a bus stop on their block, the City Council did not approve the new stop locations. Metro staff have subsequently adjusted the route in historic Greenbelt to operate on a different street – one that we operate on today. There are no additional open activities with the city.
- **City of Laurel:** Metro identified one roadway improvement necessary in the City of Laurel. Staff have coordinated and the city has approved the request to create a no parking zone.