

# Metro Now

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TIME FOR BETTER TRANSIT



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## Bus Transformation Project

1. Provide frequent and convenient bus service
2. Give buses priority on roadways
3. Create an excellent customer experience
4. Empower a publicly appointed task force to transform the bus



WASHINGTON AREA  
**BUS TRANSFORMATION**  
PROJECT

### **Initiative Y:**

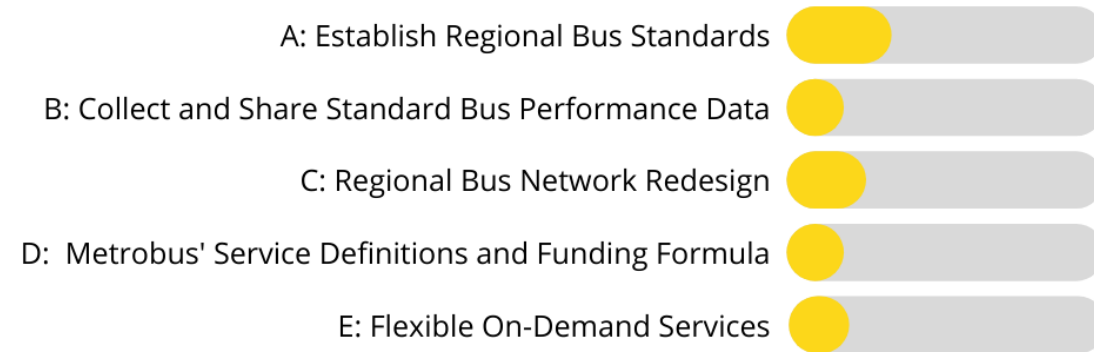
Facilitate an ***independently published annual Progress Report*** on Bus Transformation Strategy implementation and a Bus Performance Scorecard to track the level of service delivered to customers

# BTP Progress Report

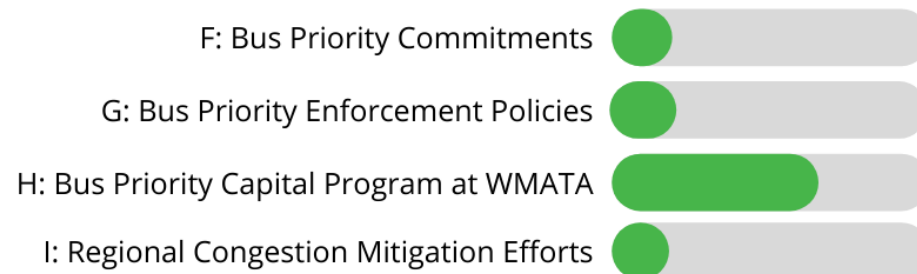
## Initiative Dashboard 2021

After two years, and amid a multi-year global pandemic, the region has made progress against all twenty-six of the BTP initiatives, but only kept four on-track according to the timelines set-forth in the original Action Plan.

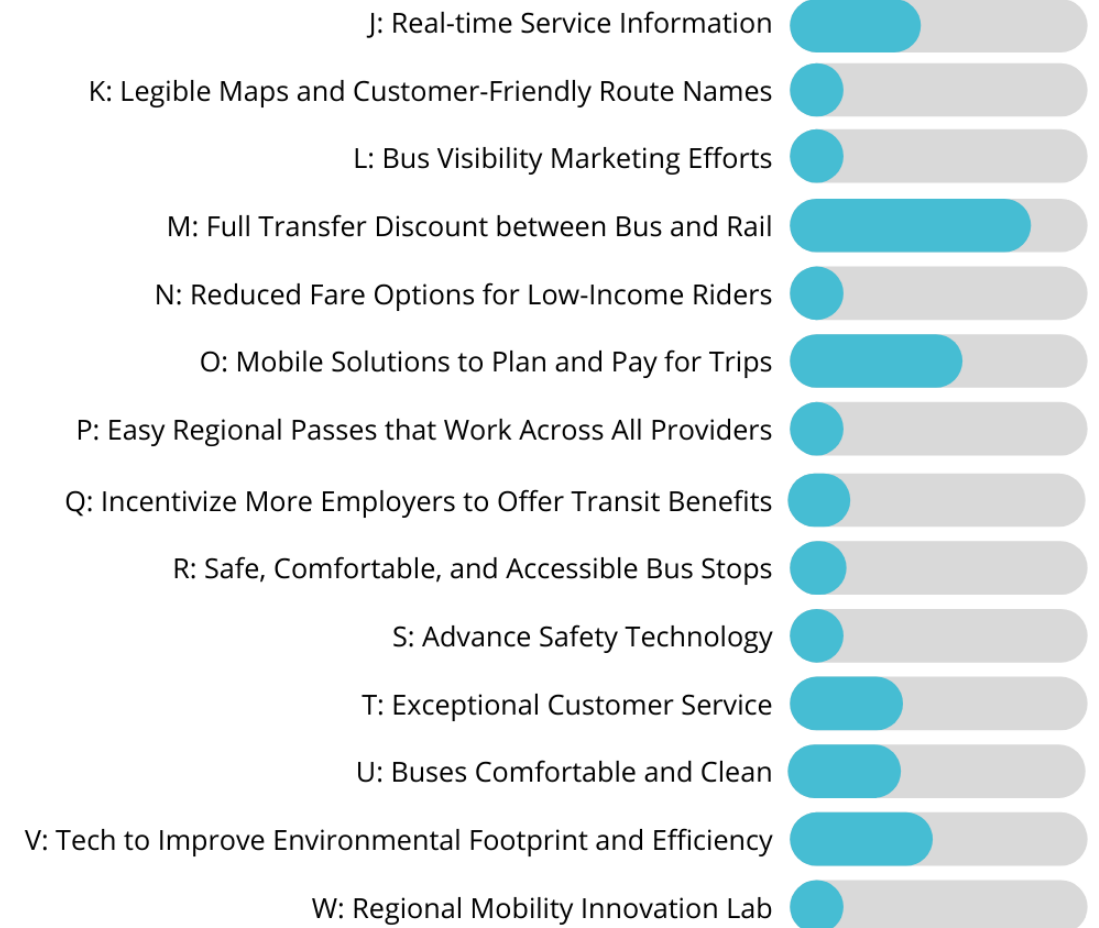
### Strategy 1: Provide frequent and convenient bus service Progress



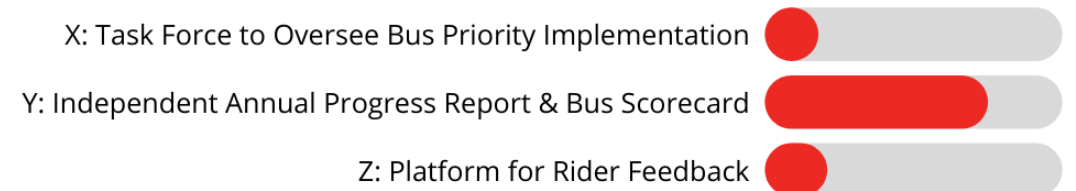
### Strategy 2: Give buses priority on roadways Progress



### Strategy 3: Create an excellent customer experience Progress



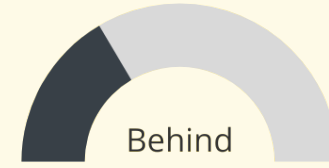
### Strategy 4: Public Task Force to Empower the Bus Progress



## PROVIDE FREQUENT AND CONVENIENT BUS SERVICE

**A**

**Establish regional standards across bus systems to provide consistent bus service, tailored by location and time of day.**



Regional Progress

Consistent, predictable service levels across bus routes and transit agencies creates a more consistent customer experience. Reliable service also encourages more ridership. Today, most routes have unique service schedules, which can change by time of day and by transit agency.

What & Why



### MAKE BUS SERVICE INTUITIVE

No one should have to wonder when the next bus is coming. Whether in Virginia, Maryland, or the District of Columbia, a rider should be able to arrive at a bus stop and easily understand the schedule. Intuitive schedules could be based on the route's service classification and time of day. Weekends should have similar levels of service so riders can rely on the bus every day of the week.

### KEY PROGRESS




- Prince George's County The Bus [adds Saturday service](#) (Nov 2020)
- WMATA adopts [Bus Service Guidelines for Metrobus](#) (Dec 2020)
- WMATA produces [FY2020 Annual Line Performance Report](#) (Dec 2020)
- WMATA adopts [frequent, all-day, seven days a week service pattern](#) for 36 high ridership bus routes (Sep 2021)
- Alexandria's DASH introduces [frequent, all-day bus network](#) on major transit corridors, weekend improvements, and simplified routes and schedules (Sep 2021)

Progress by transit agencies and jurisdictions



### ACTION STEPS TRACKER

TARGET COMPLETION DATE: 2021

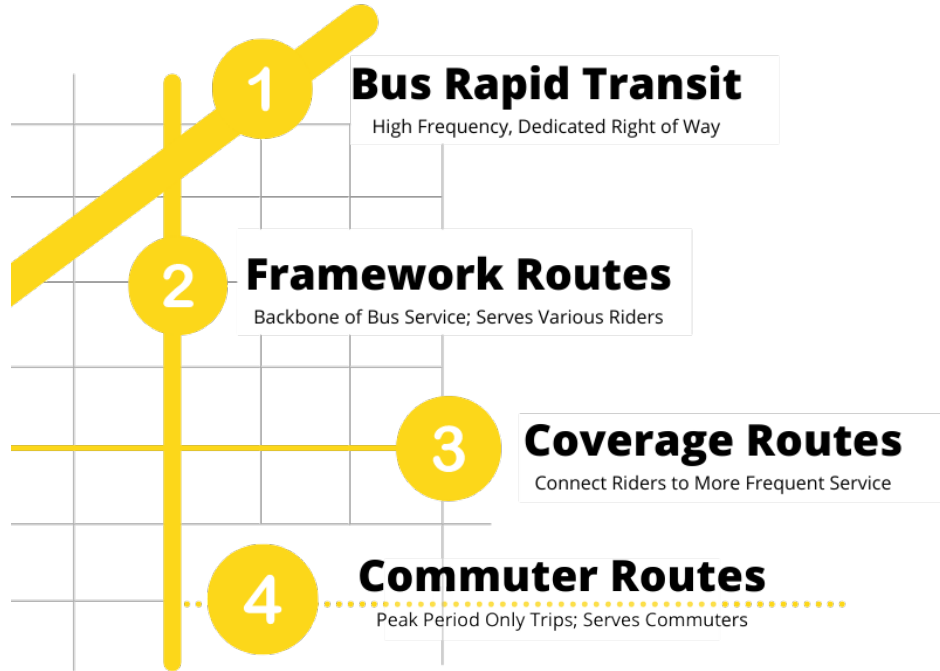
-  *Convene regional service standards working group for bus providers*
-  *Define regionally acceptable min. service standards and when & where standards are not currently met*
-  *Gain approval/endorsement on regional min. service standards from all transit providers and the WMATA Board*
-  *Identify areas where current service does not meet the service standards and where funding/other constraints prevent service standards from being met*
-  *Develop plans to overcome obstacles and allocation of funding for bus service*



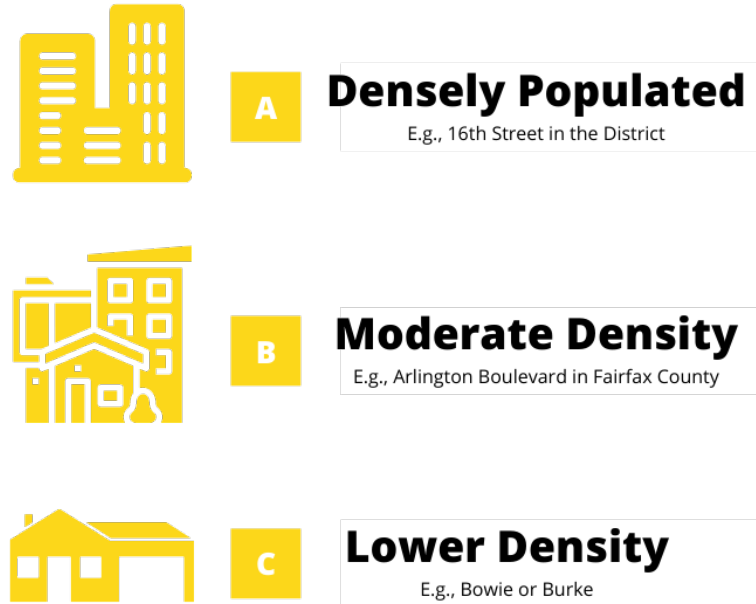
Progress against the Action Plan

# WMATA BUS SERVICE GUIDELINES

## Service Classifications (Purpose)



## Service Tiers (Density)



Data or visualization



MetroNow's Recommended Next Step



## RECOMMENDED NEXT STEP: DEFINE MINIMUM SERVICE STANDARDS

A regional bus planning task force or committee should define minimum standards for span and frequency of bus service, based on WMATA's recently adopted service classifications and service tiers. Each agency should create a plan to implement those minimum service standards on at least 10% of their highest-ridership routes within two years.

# Biggest Wins Since 2019

## Associated BTP Strategy

1. Provide frequent and convenient bus service

2. Give buses priority on roadways

3. Create an Excellent Customer Experience

4. Empower a Public Task Force to Transform the Bus

1. DC builds quick-build bus lanes & funds bus prioritization

2. Alexandria's DASH launches a redesigned bus network

3. Montgomery County RideOn launches FLASH bus service

4. Prince George's County TheBus starts Saturday service

5. Metrobus-Metrorail Transfer Penalty Eliminated

6. Fairfax launches Electric Automated Shuttle Pilot

7. New bus performance reporting from WMATA & MetroHero

8. WMATA Metrobus Service Guidelines & Equity Framework

# Six Key Bus Initiatives for 2022

1. WMATA launches the Regional Bus Network Redesign

2. Ten Miles of New Bus Lanes & Bus Lane Enforcement Strategy

3. Create a Strategy for Zero Emissions Infrastructure & Workforce

4. Create a Regional Strategy to Retain & Recruit Bus Operators

5. Consolidate Regional Data on Bus Operations & Best Practices

6. Create a Regional Strategy to Address the Transit Funding Fiscal Cliff

## Associated BTP Strategy

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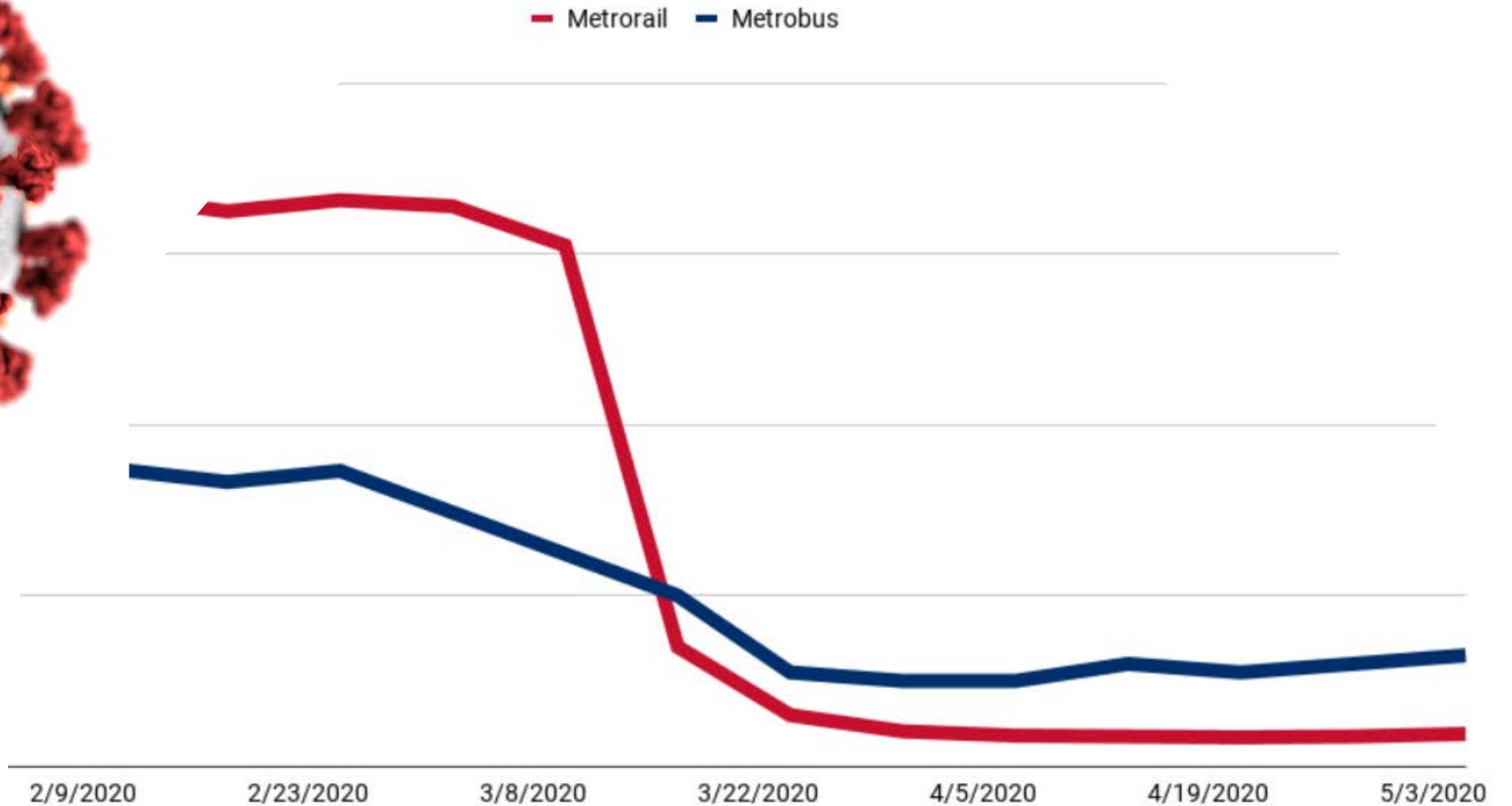
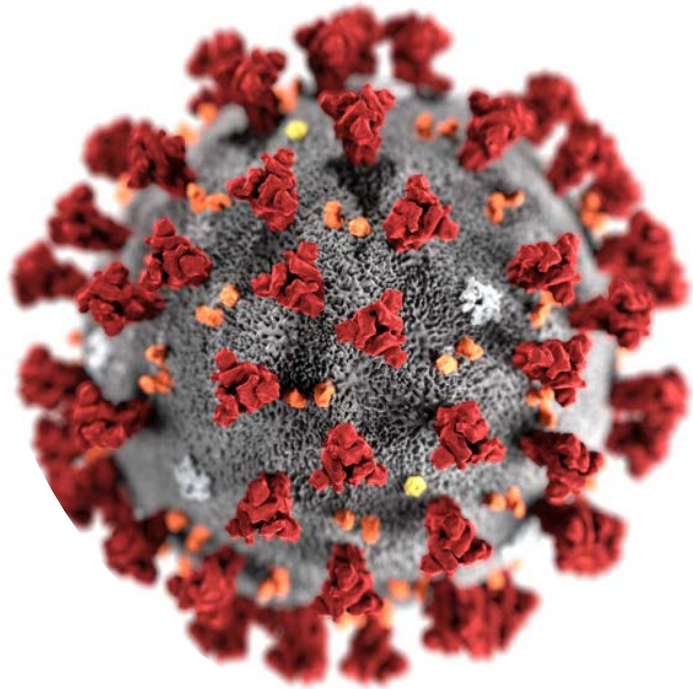
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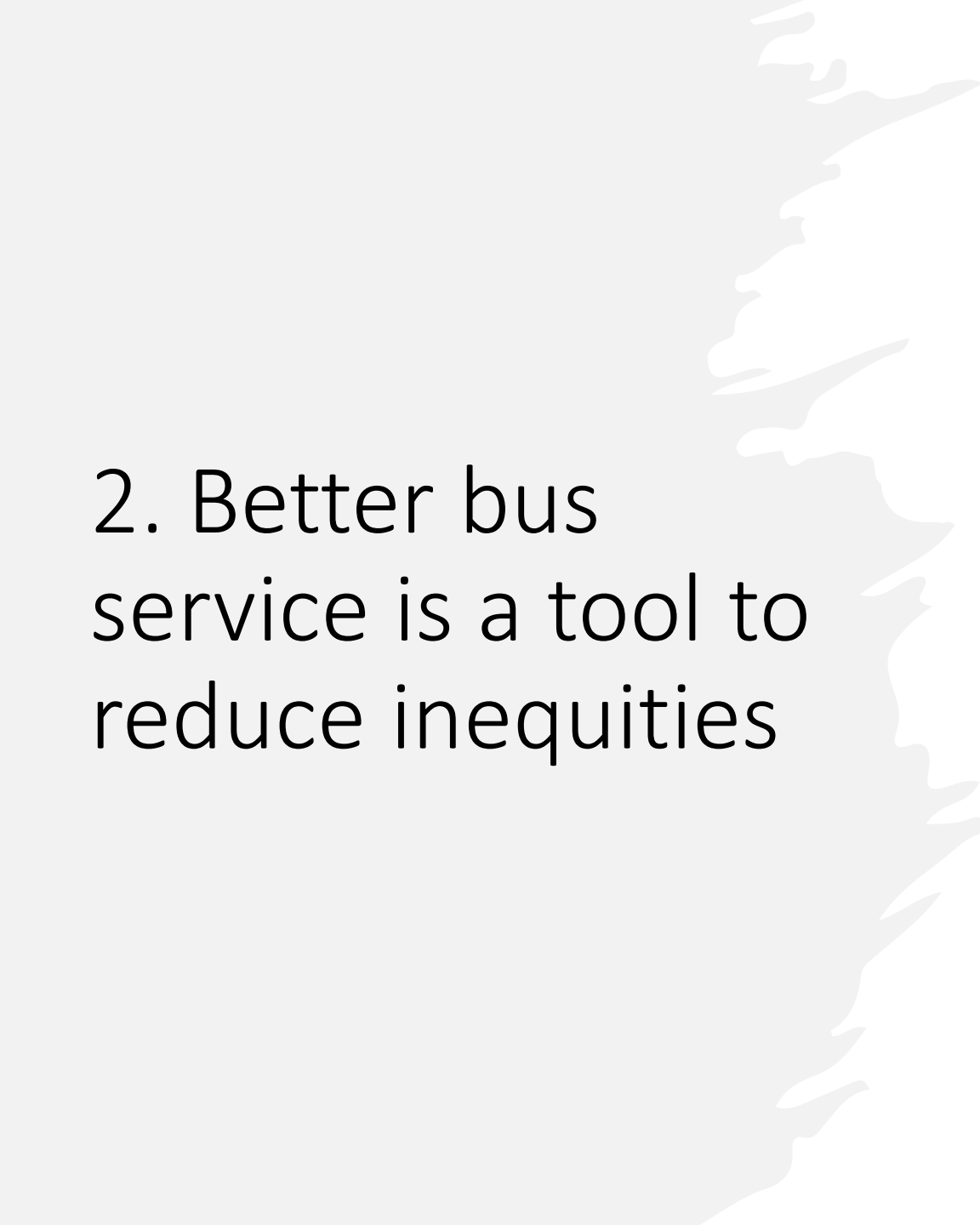




What We've  
Learned

# 1. COVID confirmed the Bus is **Essential**





## 2. Better bus service is a tool to reduce inequities

81% of Metrobus riders are people of color and 46% are low-income.

Most bus riders have scheduled headways of more than twenty minutes.

\$40m of DC's annual subsidy for Metrobus is wasted by buses sitting in traffic.

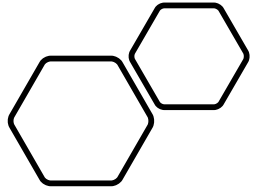
3. Bus prioritization on roads is essential to improving bus service and making bus operations more efficient

Bus Network Redesigns and Bus Prioritization on Roadways can and should be accelerated by the Infrastructure Investment & Jobs Act.



**Bus Prioritization Tactics include:**

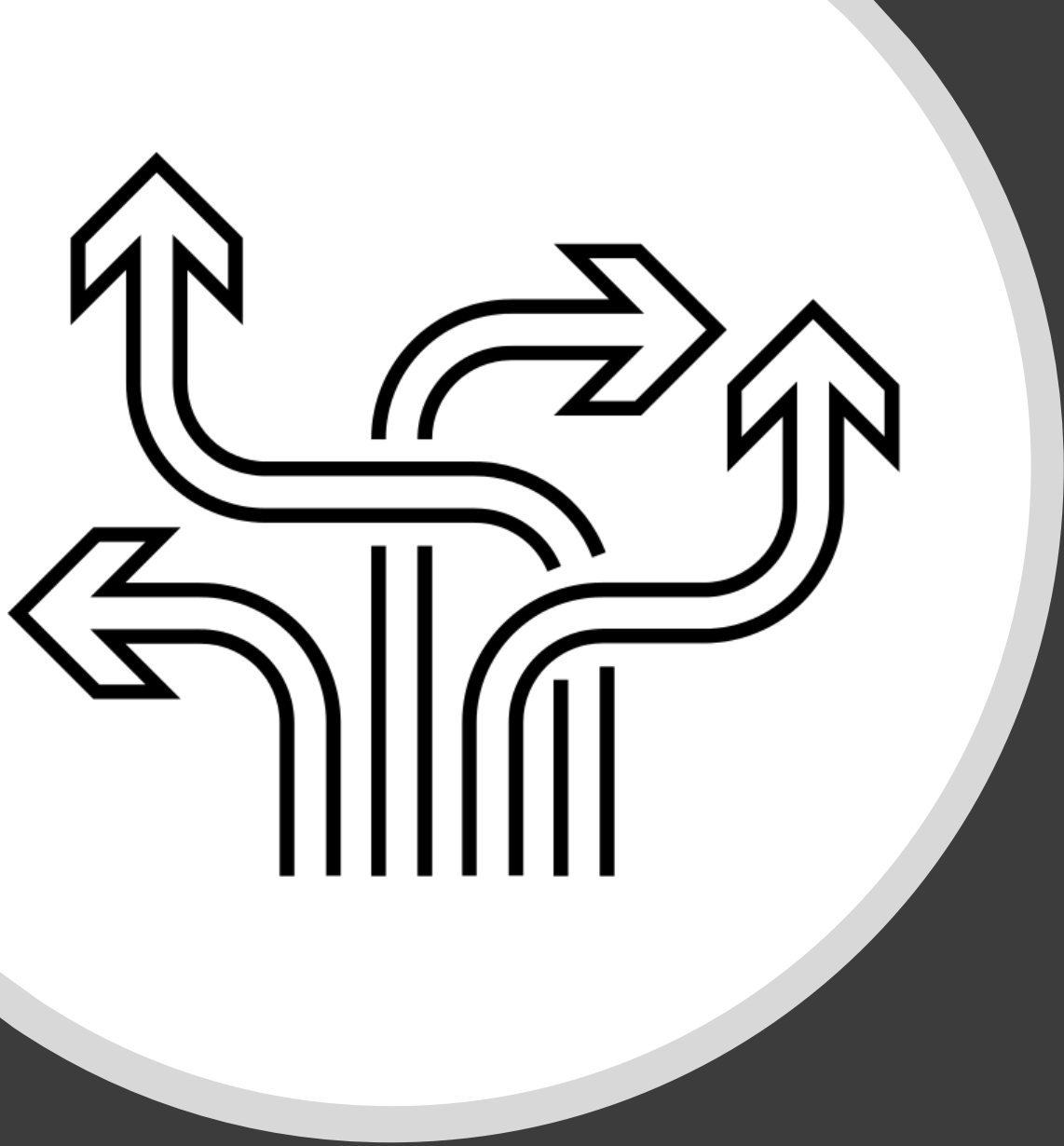
- Dedicated Bus Lanes
- Transit Signal Priority
- Queue Jumps
- Signal Timing Adjustments
- Stop Consolidation
- All-Door Boarding
- Bus Lane Enforcement



4. Local transit agencies are advancing BTP Initiatives, but, by and large, do not use that framing

The Bus Transformation Project is seen as a WMATA framework, despite transit agencies advancing similar strategies and initiatives. The BTP's Task Force strategy remains the most debated.





5. The region has a general strategy and framework to advance bus; now we must all start pushing in the same direction.

Regional Bus Transformation will require flexibility in initiatives as the local transit agencies have different needs and the world has changed since 2019.



**Become a Bus Champion**

In 2022, Washington Area **Bus Champions** agree to support:

1. MetroNow's Six Key Bus Initiatives for 2022;
2. WMATA's Regional Bus Network Redesign (kicking off in 2022);
3. Adequate bus funding (both operational & capital funding); and
4. Prioritizing buses on roadways with dedicated bus lanes.

# Thank you

Questions?

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