Slide 1: Better Bus Network Redesign Update

TPB Access for All Advisory Committee

November 27, 2023

Slide 2: Purpose

* Provide update on Better Bus Network Redesign
* Provide highlights from the draft Visionary Network shared with the public and stakeholders in Spring 2023
* Share initial results of Spring 2023 engagement efforts

Slide 3: Better Bus Network Redesign Roadmap

* This slide includes a timeline of the Better Bus Network Redesign with an arrow pointing to the current status which is “Optimize Visionary and Year One Networks with Unions and Jurisdictional Partners”

Slide 4: Highlights from Draft Visionary Network

Slide 5: The Draft Visionary Network Could Deliver…

* Regional connectivity – matches when and where people want to travel
* Quality customer service and operator experience – provides fast, frequent, and reliable service
* Equity – addresses inequities and increases access to opportunity for disenfranchised communities
* Could attract 40-25 weekday, 30-35 Saturday and Sunday additional trips
* Avoids 14,570 metric tons of GHG emissions a year

Slide 6: The Bus Network the Region Needs

Draft Visionary Network Essentials

* All non-commuter service should operate seven days/week across the region
* All service should operate as frequently as possible and not less than every than every 30 minutes
* Regional 24-hour network to benefit the nation’s capital
* Expanded frequent service network
* More service all day/all week

Slide 7: The Bus Network the Region Needs

Increased crosstown and cross county connections

Connect key destinations, including transit hubs, with direct, frequent routes

Expending service beyond jurisdictional borders

Examples of New Connections

Connect existing and future rail lines 🡪 New route between New Carrollton, Addison, and Suitland stations, extending the reach of the Purple Line

Connect to transit hubs 🡪 Extend Farragut – Georgetown – Arlington service to Seven Corners Transit Center (current 38B)

Connect to hospitals, schools and employment 🡪 New Inova Alexandria Hospital Hub, more connections to National Harbor

Connect adjacent neighborhoods and across borders 🡪 Fort Lincoln to/from Deanwood, Chevy Chase DC to/from Chevy Chase MD

Slide 8: Phase 2 Engagement Results

Slide 9: Phase 2 By the Numbers

20,000+ interactions at 60+ public events (21% non-English, 10.% of daily ridership)

500+ bus operations staff at 11 preview parties

330+ Metro employees at 2 Coffee Chat events

Received 8,000+ comments, 1,900+ surveys, 360+ operator comments

Briefed 110+ elected officials and 15+ advocacy groups, CBOs, and committees

Multilingual advertising through 21 outlets, 600,000+ social media impressions, 40,000+ visitors to the Experience Lab page

Slide 10: The Visionary Network Will Make the Bus Better

Includes a pie chart with the Overall Impressions of the Visionary Network with:

15% stating it will make no difference

24% stating it will make the bus much or somewhat worse

61% stating it will make the bus much or somewhat better

61% of respondents has a positive impression of the draft Visionary Network

* At in-person events, it was 70% (this is likely higher due to attendees receiving a walkthrough of the network to better understand its potential impacts)
* For the web survey, it was 49%

70% of low-income respondents said it was somewhat or much better

68% of people of color who responded said it was somewhat or much better

Slide 11: We Gathered A Lot of Input On the Proposed Routes

8,000+ total comments on routes

Most comments are about:

* Route alignment
* Level of service
* New destinations

There is a table with information about the Source of comments.

Comment of Your Route Tool provided 5,749 comments

Public survey provided 1,112 comments

Ride along provided 654 comments

Bus operators provided 367 comments

Customer service provided 105 comments

Elected officials provided 88 comments

Social Media provided 36 comments

Stakeholders provided 25 comments

The Comment On Your Ride tool brought in 5x more comments than any other source

Nearly half of Comment on Your Route tools were categorized as “I dislike” while 34% were categorized as “I need”

There is a pie chart about the Comment on Your Route Tool Comments

19% were categorized as I like

47% were categorized as I dislike

34% were categorized as I need

Wards 2 and 3 in DC account for 40% of the total comments received and 60% of the “I Dislike” comments in the Comment on Your Route Tool

Slide 12: Perceptions of the Visionary Network Varied Across Jurisdictions

* Maryland residents had the most positive perception of the Visionary network
  + 75% said they thought it was somewhat or much better than the existing network
* DC residents had the most negative perception of the Visionary network
  + Only 40% said they thought it was somewhat or much better than the existing network
* Impressions given outside of the context of the survey were more positive (69%)

Slide 13: Network Design and Next Steps

Slide 14: Where We Are

Project Status

* Received 8,000+ route specific comments – Incorporating into Revised Visionary Network and Draft Year One Network
* Development recommendations for new route naming system
* Shared in Spring 2023: draft visionary network
* Anticipated Sharing in Winter 2024: revised visionary network, draft year one network

Slide 15: Revised Visionary Network at a Glance

Revisions to the Visionary Network were made based on:

* Comments and ideas from the public, stakeholders and elected officials
* Data on travel needs and demand

Revision continue to prioritize equity, connectivity, and the customer and operator experience

Expanded frequent service, more service all day/all week, increase crosstown and cross-county connections, service is easier to understand along major routes, direct, frequent routes connecting key destinations and transit hubs, and extended service beyond jurisdictional boundaries.

Slide 16: What is a Year One Network?

Transformative bus service that:

* Is equitable,
* Provides a base network that can be built upon in the future,
* Reallocates resources to best meet goals for bus service, and
* Can be delivered with resources available today

There is a graphic that says “Metro and partners resources include” with icons of a bus, money, a bus garage, and bus drivers.

The Year One Network is the first step to implement the Visionary Network.

Slide 17: Next Steps

* Finalize Revised Visionary and draft Year One networks
* Develop engagement plans, tools and materials

Slide 18: Discussion