

9 June 2025

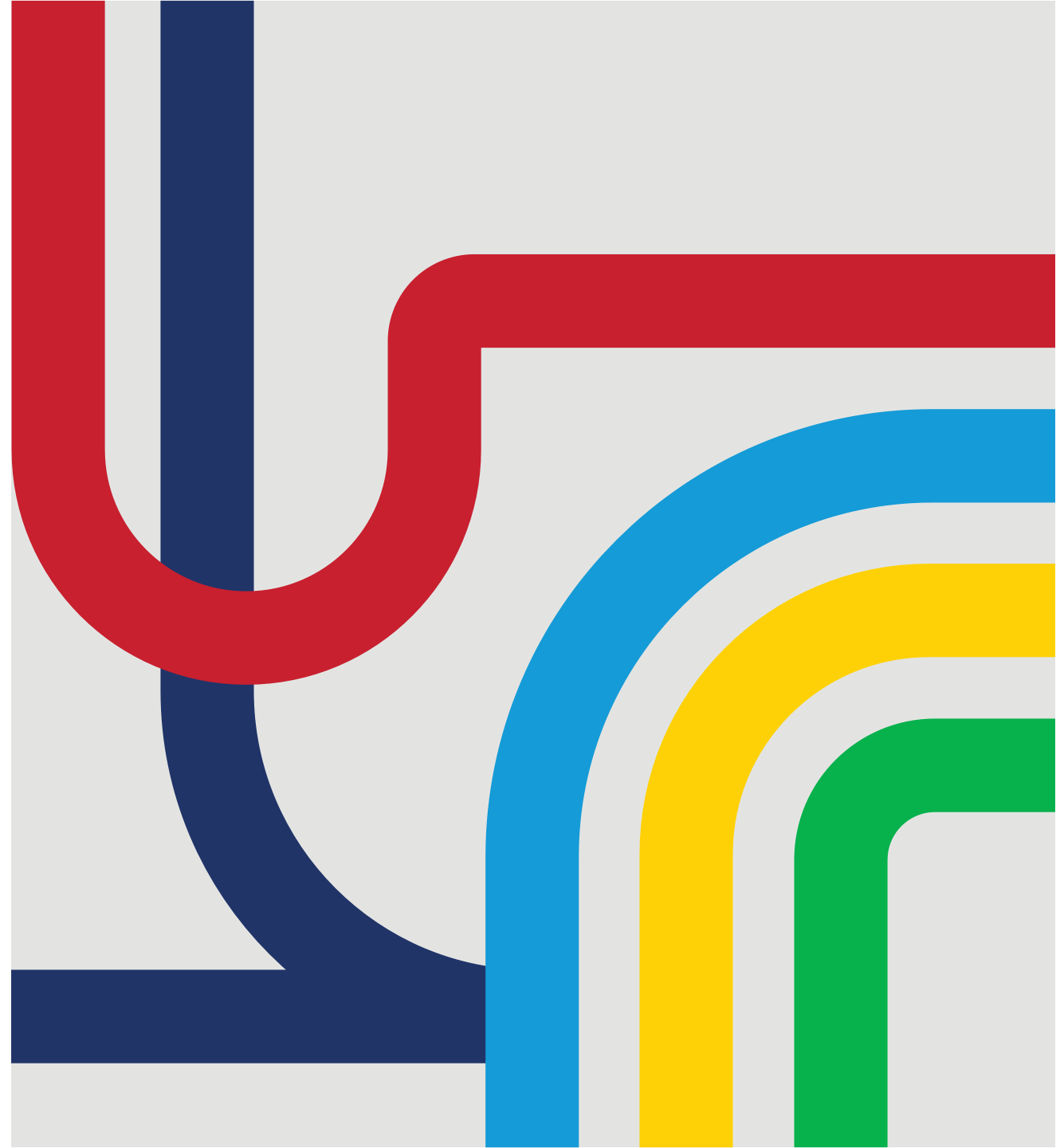
# The Better Bus Network Redesign

Metro Briefing for the  
Prince George's County Council

Al Himes, Bus Service Planning & Scheduling  
Reem Rayef, Government Relations



RD OR SV BL YL GR metrobus metroaccess



# Agenda

Better Bus Network Redesign Briefing  
Prince George's County Council

- 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  
Prince George's County Council

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

  
metrobus

ENDS JUNE 28	33, 36, G8, 11Y
STARTS JUNE 29 2025	D20  Gallery Place
	D72 Lafayette Sq
	D92 Chinatown
	F19 Potomac Park
202-GO-METRO #1234567	

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

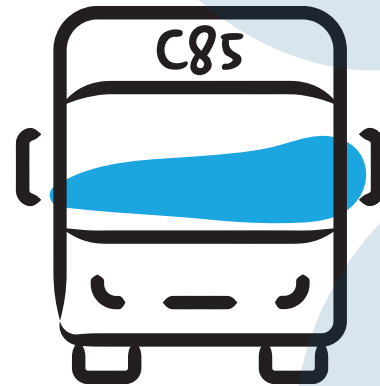
Better Bus Network Redesign Briefing  
Prince George's County Council

**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.

**All Metrobus routes will have new route names**



**Changes to bus routes**

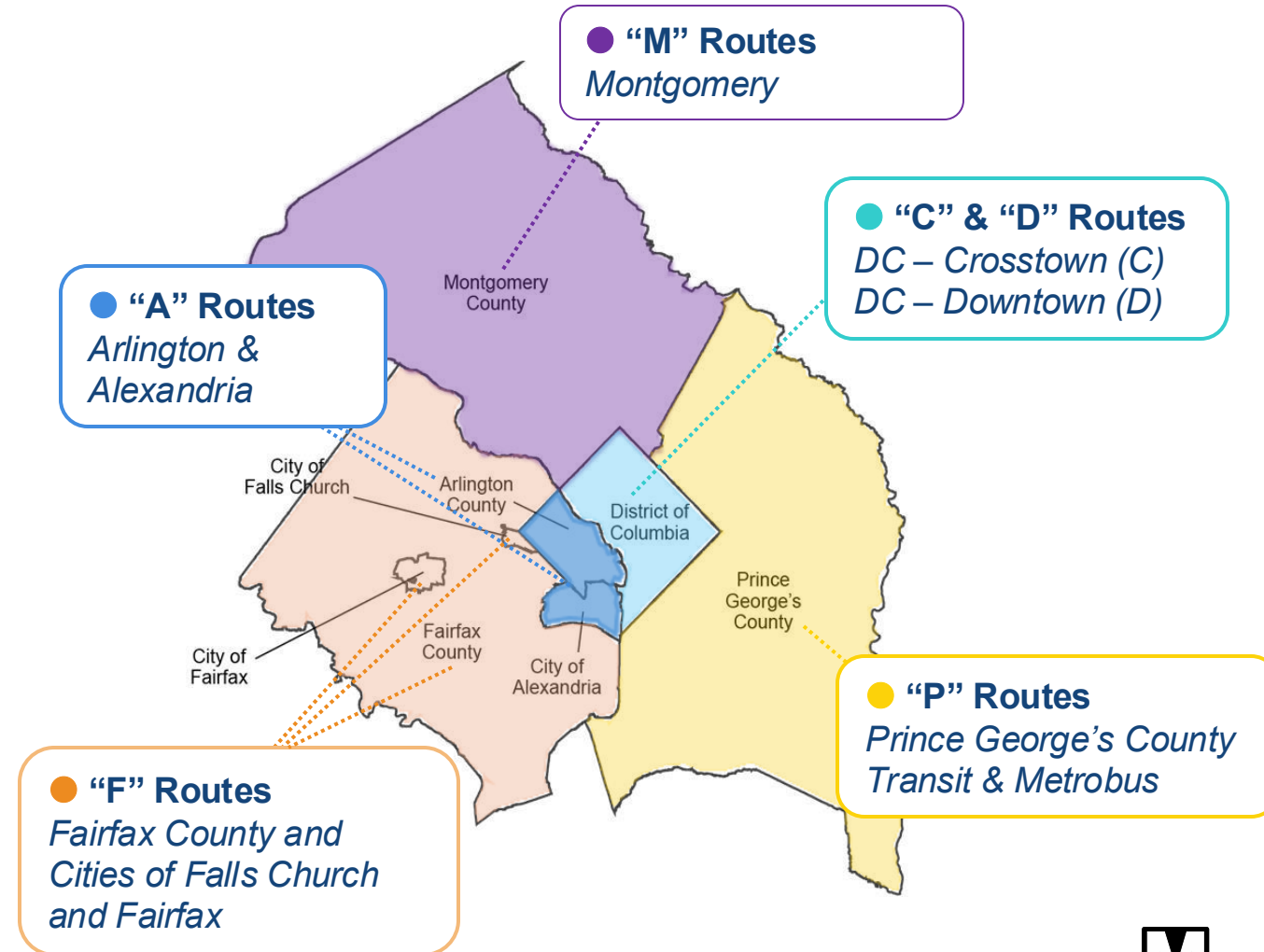
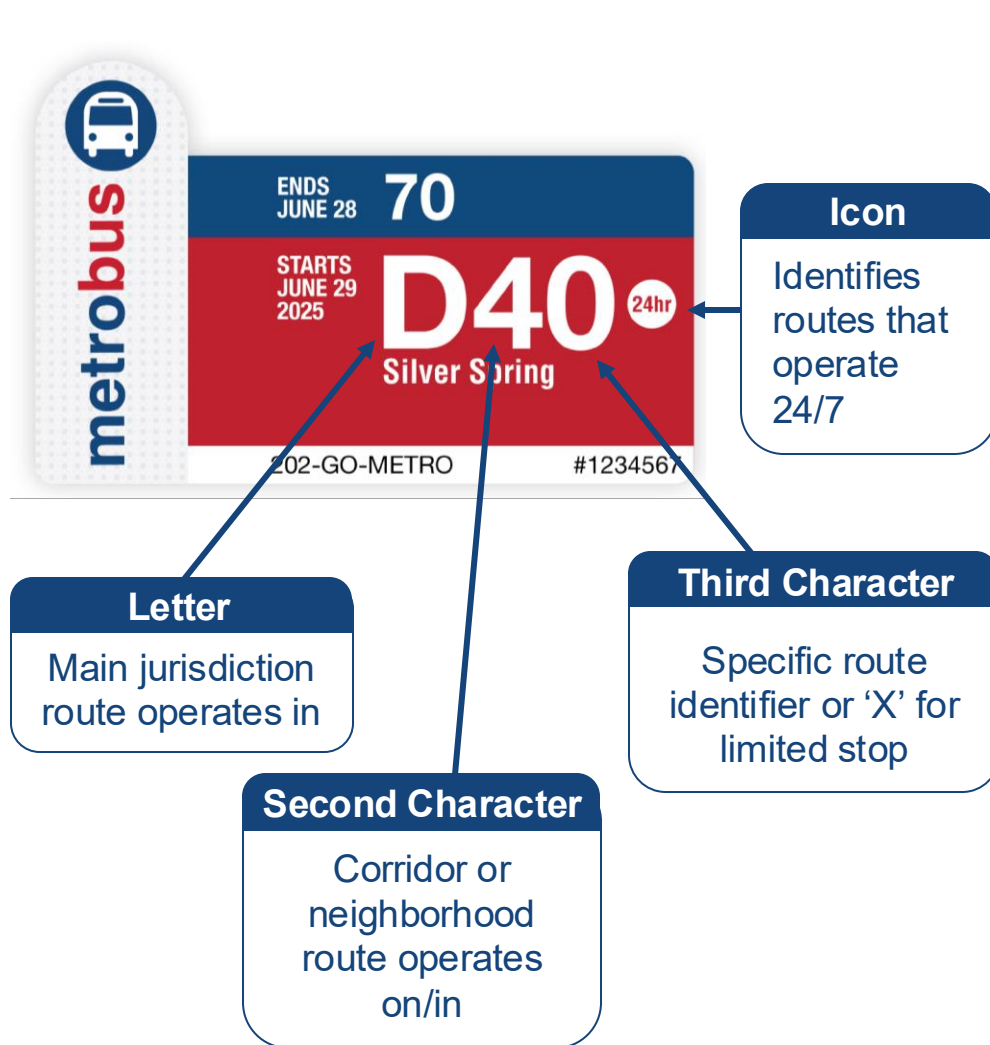
Changes to routes, hours of operation, and frequency

**Changes to bus stops**

Some stops will be added, eliminated, or moved



# 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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Prince George's County Council



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.

## Prince George's County Stakeholder Outreach (May–July 2024)

- **Ride Alongs:**

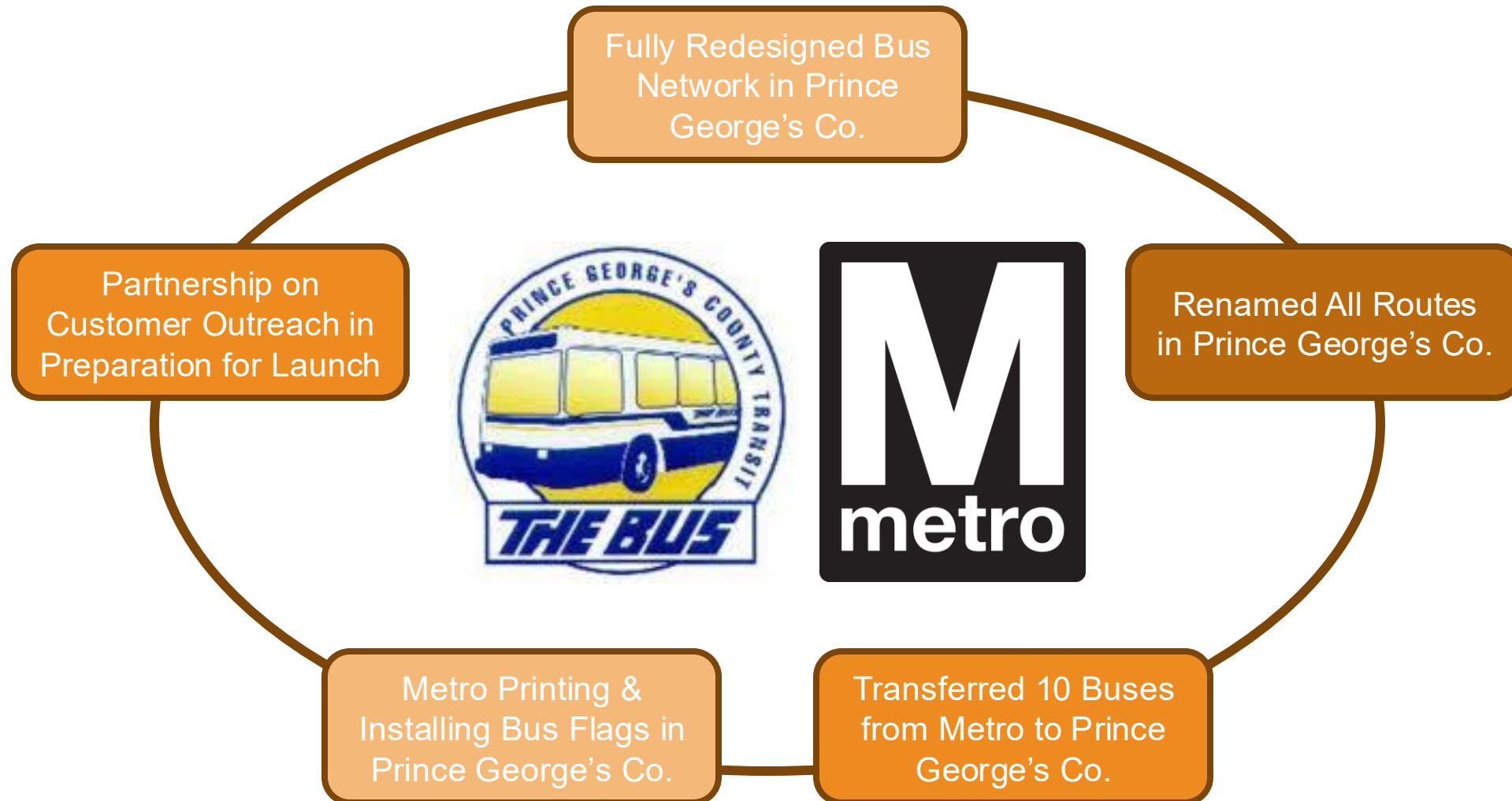
- Metrobus: A12, C2, C21/22, D12, D14, F14, H12, J12, V12
- TheBus: 15X, 19, 20, 35, 37

- **Pop-Ups:** Hyattsville Crossing Metro Station, Greenbelt Metro Station, New Carrollton Metro Station, Southern Ave Metro Station, Capitol Heights Metro Station, Addison Road Metro Station, Creative Suitland Arts Center

- **Briefings:** Greenbelt City Council, Hyattsville City Council, Prince George's County Council TIEE Committee

# ... And on Close Partnership with Prince George's County Transit

Better Bus Network Redesign Briefing  
Prince George's County Council



# Countdown to the BBNR Launch

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Prince George's County Council

## PROGRAM SCHEDULE





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

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Prince George's County Council

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  
Prince George's County Council

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



## Plan Your Trip

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



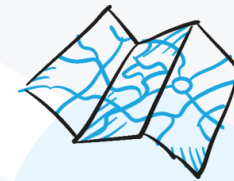
## Find Your New Route

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 in your Neighborhood

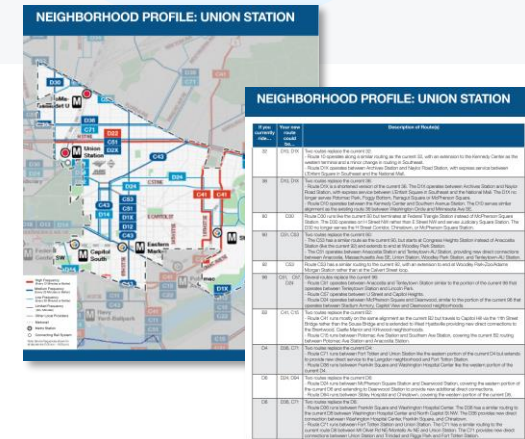
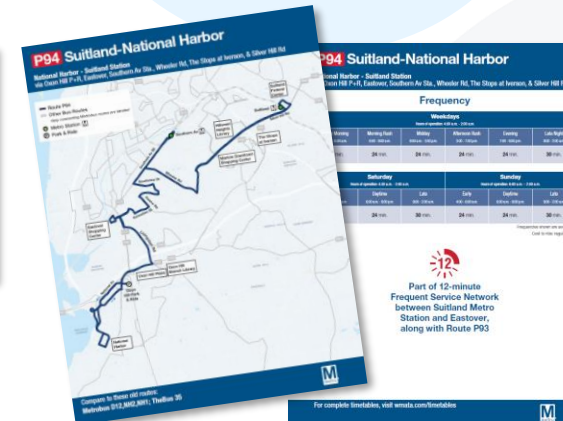
See Neighborhood Profiles with summaries of changes by geographic area

WMATA Trip Planner interface showing fields for FROM (Address, Station, Landmark) and TO (Address, Station, Landmark), with a button to PLAN MY TRIP.

ROUTE\*

X2 [FIND MY NEW ROUTE](#)

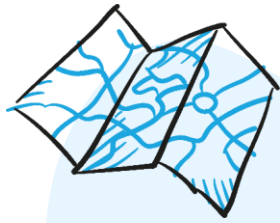
New route(s)	Runs between	Route information
D20	Gallery Place-Minnesota Av	D20



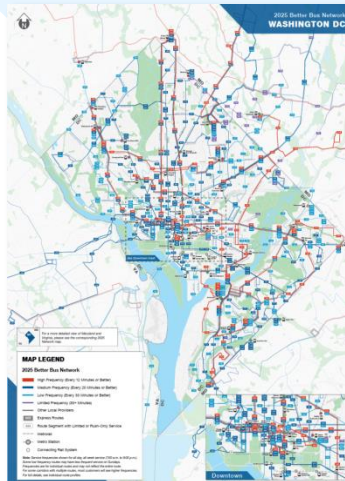
# Informational Materials on the New Network (2/2)

Better Bus Network Redesign Briefing  
Prince George's County Council

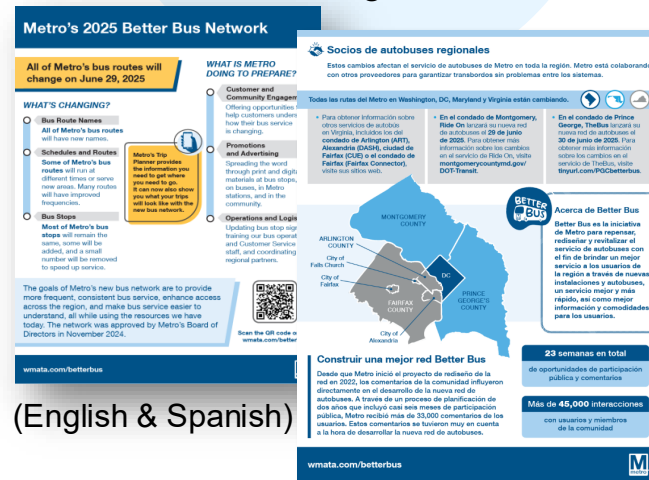
Various tools are available **now** at [wmata.com/BetterBus](https://wmata.com/BetterBus)



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



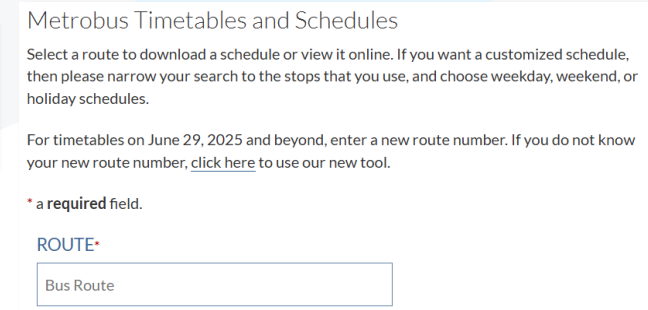
**Learn the Facts**  
Review the **Project Fact Sheet** that outlines the new network and changes



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



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



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

*“New Maps for Metro's Bus Network”*

# 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 SUTLAND METRO STATION

Leaving at 8:00 AM | On June 30

MODIFY MY TRIP

PLAN RETURN TRIP

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

8:11am - Board P60 towards SUTLAND

8:53am - Arrive at SUTLAND STATION & BAY L

\$2.25 Fare

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

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

Email itinerary 1

SEND

ITINERARY 1

ITINERARY 2

MAP LEGEND

Origin

Destination

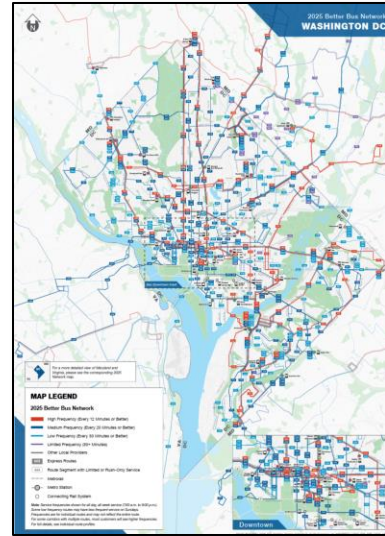
Transfer



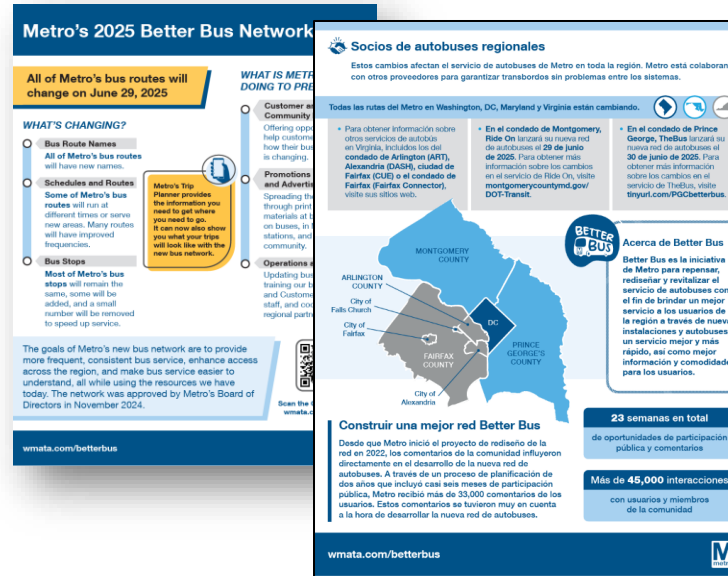
# Printed Materials Help Us Reach More Customers



Route Handouts



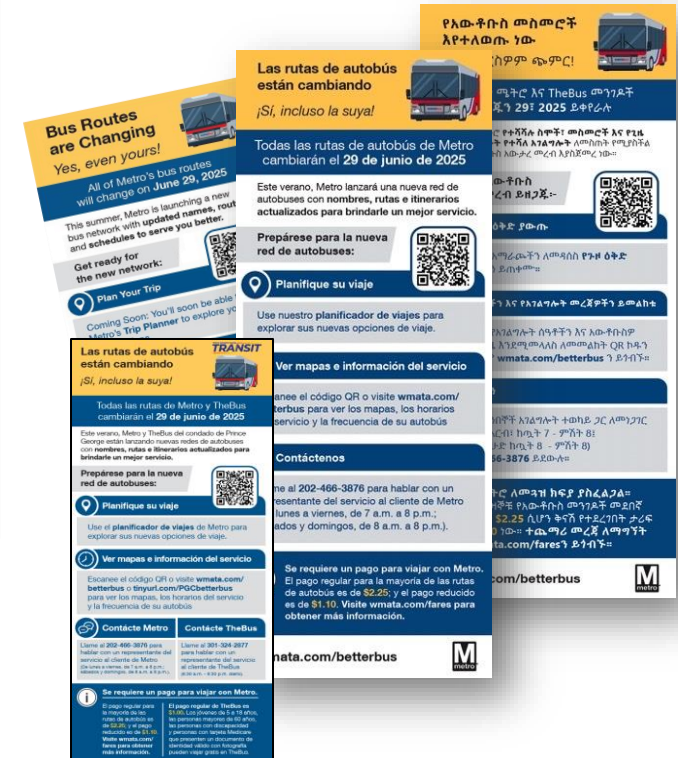
Network Maps



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 Prince George's County

Better Bus Network Redesign Briefing  
Prince George's County Council

Date	Event Name	Neighborhood	Event Type
May 18, 2025	Megamart – Adelphi	Adelphi	Pop-Up
May 29, 2025	Riverdale Park Farmers Market	Riverdale	Pop-Up
June 1, 2025	809 Laundromat	Hyattsville	Pop-Up
June 22, 2025	Supersuds Laundromat	Temple Hills	Pop-Up
June 24, 2025	Woody Ward Recreation Center	Benning Ridge	Pop-Up
July 5, 2025	Cheverly Farmers Market	Cheverly	Pop-Up
July 6, 2025	Laundry World	College Park	Pop-Up
July 13, 2025	Oxon Run Pool	Hillcrest Heights	Pop-Up

# Ride-Alongs & Bus Stop Chats: June 9 – July 13 (1/2)

## Downtown Largo

**Wed June 25, 2025, 12PM-6PM**  
Bus Stop Chat

## Morgan Blvd

**Fri June 13, 2025, 12PM-6PM**  
Ride-Along (TheBus24) & Bus Stop Chat

## Addison Rd

**Fri June 13, 2025, 12PM-6PM**  
Ride-Along (C21/C22) & Bus Stop Chat  
**Mon June 16, 2025, 7AM-12PM**  
Ride-Along (C21/C22)  
**Wed June 18, 2025, 12PM-6PM**  
Ride-Along (A12)  
**Fri June 20, 2025, 7AM-12PM**  
Ride-Along (J12)  
**Sun June 22, 2025, 7AM-12PM**  
Ride-Along (P12, J12)  
**Mon June 23, 2025, 12PM-6PM**  
Ride-Along (J12) & Bus Stop Chat  
**Tue June 24, 2025, 7AM-12PM**  
Ride-Along (C21/C22, P12)  
**Wed June 25, 2025, 12PM-6PM**  
Bus Stop Chat

*\*All dates & times subject to change*

## Greenbelt

**Wed June 11, 2025, 12PM-6PM**  
Bus Stop Chat  
**Tue June 24, 2025, 12PM-6PM**  
Bus Stop Chat

## College Park

**Mon June 16, 2025, 12PM-6PM**  
Bus Stop Chat  
**Wed June 25, 2025, 12PM-6PM**  
Bus Stop Chat

## Hyattsville Crossing

**Wed June 18, 2025, 12PM-6PM**  
Bus Stop Chat  
**Tue June 24, 12PM-6PM**  
Bus Stop Chat  
**Thu June 26, 12PM-6PM**  
Bus Stop Chat

## West Hyattsville

**Mon June 16, 2025, 7AM-12PM**  
Ride-Along (TheBus19)  
**Tue June 17, 2025, 12PM-6PM**  
Ride-Along (TheBus19)  
**Sat June 21, 2025, 7AM-12PM**  
Ride-Along (TheBus19)

## Branch Ave

**Thu June 26, 2025, 7AM-12PM**  
Ride-Along (C12/C14)  
**Sat June 28, 2025, 7AM-12PM**  
Ride-Along (C12/C14)

## Suitland

**Tue June 17, 2025, 12PM-6PM**  
Bus Stop Chat  
**Wed June 18, 2025, 7AM-12PM**  
Ride-Along (D12, D14)  
**Fri June 20, 2025, 12PM-6PM**  
Ride-Along (P12)  
**Mon June 23, 2025, 12PM-6PM**  
Bus Stop Chat  
**Wed June 25, 2025, 12PM-6PM**  
Bus Stop Chat  
**Sat June 28, 2025, 7AM-12PM**  
Ride-Along (D12)  
**Sat June 28, 2025, 12PM-6PM**  
Ride-Along (D14)

## Naylor Road

**Mon June 16, 2025, 12PM-6PM**  
Ride-Along (C12/C14)  
**Thu June 19, 2025, 7AM-12PM**  
Ride-Along (F14, H12)  
**Fri June 27, 2025, 12PM-6PM**  
Ride-Along (H12)  
**Sat June 28, 2025, 12PM-6PM**  
Ride-Along (F14, H12)

## Southern Ave

**Wed June 11, 2025, 12PM-6PM**  
Ride-Along (D12, D14)  
**Wed June 11, 2025, 12PM-6PM**  
Ride-Along (TheBus37) & Bus Stop Chat  
**Fri June 20, 2025, 12PM-6PM**  
Ride-Along (TheBus35)  
**Sat June 21, 2025, 7AM-12PM**  
Ride-Along (TheBus35) & Bus Stop Chat  
**Mon June 23, 2025, 12PM-6PM**  
Bus Stop Chat  
**Thu June 26, 2025, 7AM-12PM**  
Ride-Along (TheBus35) & Bus Stop Chat  
**Thu June 26, 2025, 12PM-6PM**  
Ride-Along (A2, TheBus37)

# Ride-Alongs & Bus Stop Chats: June 9 – July 13 (2/2)

## New Carrollton

**Fri June 13, 2025, 7AM-12PM**

Ride-Along (B21, A12)

**Mon June 16, 2025, 7AM-12PM**

Ride-Along (B21) & Bus Stop Chat

**Mon June 16, 12PM-6PM**

Ride-Along (F14)

**Wed June 18, 12PM-6PM**

Ride-Along (B21)

**Sun June 22, 12PM-6PM**

Ride-Along (A12)

**Mon June 23, 12PM-6PM**

Bus Stop Chat

## Takoma-Langley

**Wed June 18, 2025, 7AM-12PM**

Bus Stop Chat

**Fri June 27, 2025, 12PM-6PM**

Bus Stop Chat

## Deanwood

**Tue June 17, 2025, 12PM-6PM**

Ride-Along (W4) & Bus Stop Chat

*\*All dates & times subject to change*



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

Better Bus Network Redesign Briefing  
Prince George's County Council

**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*

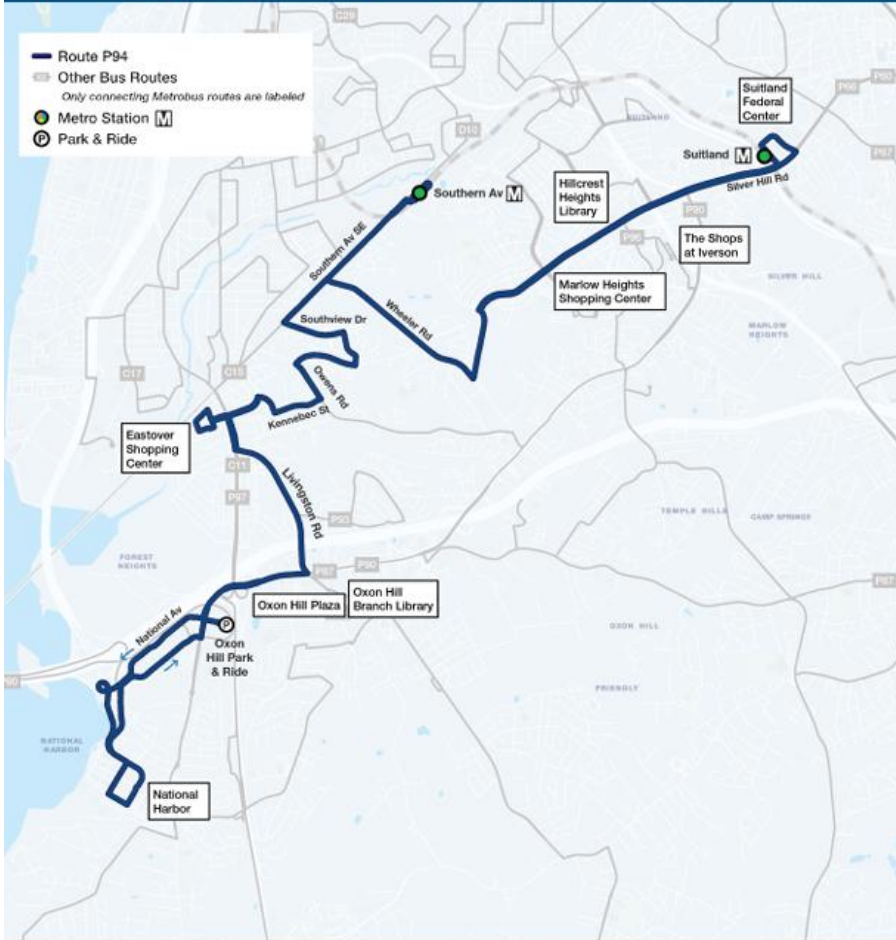
- Once in a Lifetime Change: Metro is launching its first complete bus network redesign ...
- Better Bus, Better Service: Many customers will enjoy faster, more frequent, and more reliable bus service ...
- New, Simpler Naming System: New route names will begin with letters indicating areas served ...
- 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!

# Highlight Connections in Prince George's County

## P94 Suitland-National Harbor

### National Harbor-Suitland

via Oxon Hill P+R, Eastover, Southern Av, Wheeler Rd, The Stops at Iverson, and Silver Hill Rd



Compare to these old routes:  
D12, NH2, NH1; TheBus 35



## P32: Greenbelt – Fort Totten

Connects Greenbelt Metro Station to Fort Totten Metro Station via UMD, Hyattsville Crossing, and West Hyattsville. New connections to Adelphi Rd, Hyattsville Crossing Station, West Hyattsville Station, and Fort Totten Station.

## P61: Glenarden – Suitland

Connects New Carrollton Metro Station to Suitland Metro Station via Brightseat Rd, Morgan Blvd, Walker Mill Rd, Marlboro Pike, and Suitland Rd. Similar to the current J12, with new direct connections to Morgan Blvd, Northwest Stadium, and Glenarden.

## P42: Chillum Rd – New Carrollton

Connects New Carrollton Metro Station to Takoma Metro Station via Riverdale Rd, Bladensburg Rd, Fort Lincoln, Eastern Av, and Chillum Rd. Similar to the current F1, with new connections to Fort Lincoln, East Riverdale, and New Carrollton Station.

## P94: Suitland – National Harbor

Connections National Harbor to Suitland, via Oxon Hill Park & Ride, Eastover, Southern Av, Wheeler Rd, the Shops at Iverson, and Silver Hill. Similar to the current D12, with new connections to Oxon Hill and National Harbor.

# Or Share Metro Content on the New Network

Better Bus Network Redesign Briefing  
Prince George's County Council

- Follow Metro and amplify our posts:
  - Twitter/X (@WMATA)
  - Facebook (Metro Forward)
  - BlueSky (@wmata.com)
  - Instagram (@metroforward)

**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!**

**M** metro  
Learn more at [wmata.com/betterbus](https://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 Recoding  
Available Online  
(see Partner page)



# Discussion and Q&A

Better Bus Network Redesign Briefing  
Prince George's County Council

- **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

## 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)