



Transportation Commission Meeting

May 21, 2025

7:00PM

**City Council Workroom- City Hall
301 King Street**

AGENDA

- | | |
|--|-----------|
| 1. Public Comment – Includes Public Comments on Public Hearing Items | 7:00-7:10 |
| 2. Minutes of the April 16 meeting | 7:10-7:13 |
| 3. Action Item – Public Hearing: Enhanced Mobility Grant | 7:13-7:30 |
| 4. Action Item – Public Hearing: Transportation Alternatives Grant | 7:30-7:50 |
| 5. Action Item – Public Hearing: Safe Streets and Roads for All Grant | 7:50-8:10 |
| 6. Action Item: Transportation Commission Membership Letter | 8:10-8:30 |
| 7. Commissioner Updates | 8:30-8:40 |
| 8. Written Items | 8:40-8:50 |
| A. ADA Bus Stop Improvements | |
| B. Duke Street Turn Calming | |
| C. Grant Award Update | |
| D. Metrorail July Shutdown | |
| E. Eisenhower-Landmark-Van Dorn Newsletter | |
| F. Better Bus Network Redesign and Communications Plan | |
| 9. Other Business | 8:50-9:00 |

Public hearing items are so noted on the agenda. The Commission may receive public comments on other agenda items at its discretion.

Next Meeting: WEDNESDAY, JUNE 18, 2025

The May 21, 2025, meeting of the Transportation Commission is being held at 7:00 p.m. in City Council Workroom on the second floor of City Hall (301 King Street) and electronically. Members of the Transportation Commission and staff are participating either in-person or from a remote location through video conference call on Zoom. The meeting can be accessed via Zoom by registering at the following link:

<https://zoom.us/j/92808133131>

Or by phone: 301 715 8592
Meeting ID: 928 0813 3131
Passcode: 859468

Public comment will be received at the meeting. There will be a public comment period at the beginning of the meeting and written testimony can be provided until 3PM on 5/21/2025 to Christopher.Ziemann@alexandriava.gov.

The City of Alexandria complies with the terms of ADA. An individual with a disability who wishes to request accommodation may contact the Department of Transportation and Environmental Services at 703-746-4083 or TTY/TTD 703-838-5056.



City of Alexandria
Transportation Commission
April 21, 2025
7:02 p.m.

MINUTES

Commissioners Present: (Outgoing) Chair Melissa McMahon, (Newly Elected) Chair Matthew McManus, (Newly Elected) Vice Chair Leslie Catherwood, Commissioner Dan Beattie, Commissioner Jody Manor, Commissioner Jim Maslanka, Commissioner Casey Kane, Commissioner Tim Lovain, Councilmember John Taylor Chapman.

Staff Present: Hillary Orr – Deputy Director of Transportation Planning & Mobility, Christopher Ziemann – Transportation Planning Division Chief, Sean Martin - Shared Mobility Planner, Owen Albrecht – City Paratransit Manager.

Audio/Visual presentation is available online:

<https://www.alexandriava.gov/TransportationCommission>

Chair McMahon called the Transportation Commission meeting at 7:02 p.m.

1. Chair/Vice Chair Election 00:02:10

Chair McMahon nominated Matthew McManus for the Transportation Commission Board Chair seat and requested a vote count, which was unanimously in favor. Commissioner McMahon nominated Leslie Catherwood for the Vice-Chair seat and Chair McManus requested a vote, also unanimously in favor.

Motion to elect Matthew McManus as Chair and Leslie Catherwood as Vice Chair of the ATC Board: Commissioner McMahon

Second: Commissioner Kane

Motion carries 8-0

2. Public Comment Period 00:06:05

Resident Aaron Simoneau commented on difficulties he has had with the DOT paratransit system.

3. March Minutes 00:10:20

Motion to approve minutes for the April 19, 2025 meeting: Commissioner Beattie

Second: Commissioner Manor

Motion carries 8-0

4. Action Item: Endorsement of FY 2026 Alexandria Transit Strategic Plan 00:10:44

Tristan Cunningham, Assistant Manager of DASH, presented on the Fiscal Year 2026 Update to the Alexandria Transit Strategic Plan (ATSP), an annual DASH plan outlining service and policy changes for the next year. This year is a minor “Update Addendum” to the **FY 2025-FY 2034** plan. Both the full ATSP plan and FY 2026 Update Addendum can be found [here](#). Highlights included:

Questions/Discussion

- Commissioners emphasized the need for greater visibility of the fare-free program, questioning its absence in the Transit Strategic Plan. Concerns were raised about WMATA’s response to DASH's fare-free program, particularly regarding ridership shifts and potential revenue impacts.
- Public awareness of bus route number changes, set to take effect June 29, was another focus.

- Commissioners expressed strong support for unfunded service changes
- Discussions on school transit coordination revealed that DASH is in early-stage planning, having received preliminary ridership data from ACPS.
- The Commuter Choice program remains pending, though the DASH applications scored high enough in grant applications that it is unlikely to be displaced by competing projects.

RECOMMENDATION: That the Transportation Commission endorse the FY 2026 Alexandria Transit Strategic Plan and provide a letter of support to the Board of the ATC including within the letter references to the fare-free initiative and collaboration with the public school system.

Motion to accept staff’s Recommendation to provide a letter to the Board of ATC to endorse the FY 2026 Alexandria Transit Strategic Plan Update: Commissioner McMahon
Second: Commissioner Maslanka
Motion Carries 8-0

5. Discussion Item – Capital Bikeshare and Dockless Mobility Update 00:40:11

Sean Martin, Shared Mobility Planner for the City, presented an update on the Capital Bikeshare (CaBi) and Dockless Mobility programs.

Questions/Discussion

- **Budget Overview:** The City's capital costs for bikes and stations are primarily funded through grants related to construction, air quality, and developer contributions.
- **Bike Ownership & Funding:** The City owns the bikes, but funding comes from VDOT and other grants.
- **Bike Share Station Count:** The City has 63 bike share stations, with nine more planned. Across the DMV region, nearly 800 stations exist.
- **Youth Bike Safety & Education:** Commissioners noted increased e-bike use among middle school students. They suggested outreach efforts to schools for safety education.
- **Age Restrictions:** Bike share requires riders to be 16 or older.
- **Publicizing New Stations & User Guidance:** Commissioners emphasized better communication when installing new stations and suggested including maps or QR codes for first-time users.
- **Corrals’ visibility:** A Commissioner noted that the website does not clearly display parking corral locations, suggesting a map be created for public accessibility.
- **Scooter parking & relocation:** The City enforces a policy that scooters should not remain in a single location for more than five days—this "stale scooter" rule ensures they are repositioned to areas with higher demand.
- **Permit reviews:** Each year, the City evaluates dockless mobility operators through an application process to determine which companies will receive permits to operate. This year, four operators applied, but the City has set a limit of two permits, as having too many operators leads to redundancy and inefficiency.
- **Trip data tracking:** Commissioners expressed interest in seeing trip data both per bike and per station for CaBi and dockless mobility programs.
- **Corral utilization enforcement:** A Commissioner noted that despite having a corral in front of their building on King Street, scooters frequently end up on the sidewalk instead of in the designated parking area.
- **Damage tracking & incident reporting:** The City collects monthly reports from dockless mobility operators via a web app, requiring them to submit data on crashes, incidents, and scooter conditions.

6. Discussion Item: Paratransit Program Update 01:17:30

Owen Albrecht, DOT Paratransit manager for the City of Alexandria, presented on the City’s paratransit program.

Questions/Discussion:

- **Fare-Free Zone & National Airport:** The fare-free zone includes the old terminal but not the new one. The Federal requirement mandates service within $\frac{3}{4}$ of a mile of a DASH bus route (not just a stop) unless deemed necessary or desirable by City Council to expand.
- **Registration Eligibility for Paratransit Service:** Residents within the City and nearby eligible zones can apply.
- **Service Renewal Process:** Registration must be renewed every two years, but no medical recertification is required. Renewals confirm that the applicant still resides in the City, actively uses the service and is still alive.
- **Cost of Service & Comparison to MetroAccess:** Unlike WMATA, which requires in-person evaluations at its central office, the City allows remote applications and accepts MetroAccess cards as proof of eligibility. The City's program costs approximately \$56 per ride, while MetroAccess costs \$125. WMATA charges the City for all resident trips taken on MetroAccess.
- **Annual Costs & Vendor Agreements:** The program has a \$2.1 million annual budget, with fixed costs including software providers for scheduling and routing. Bulk rates apply to the vehicle vendor, reducing per-trip costs when trips exceed 3,300. A \$20,000 monthly fee is paid to the call center.
- **Benchmarking Costs:** The City's per-trip cost of \$56 aligns with similar urbanized metropolitan areas and is considered competitive.
- **Regional Service & Overlap with Other Jurisdictions:** The City primarily partners with Arlington, while other regional jurisdictions rely on WMATA's MetroAccess. Arlington's Paratransit program overlaps due to ADA requirements, but direct transfers between jurisdictions are uncommon as full trip provision is preferred.

7. **Action Item: I-495 Southside Express Lane Update**

01:38:25

Hillary Orr presented VDOT's study to add express toll lanes on I-495 between the I-395 interchange and I-295 in Maryland.

Questions/Discussion:

- **Transit-Based Alternative Exclusion:** Commissioners questioned why transit options were dismissed in favor of express lane alternatives, expressing concern about the NEPA process properly evaluating potential impacts. A key project criterion was extending toll lanes, which ruled out non-toll alternatives.
- **Land Requirements for Proposed Alternatives:** Commissioners inquired whether the planned express lane alternatives would fit within the existing road width or require additional land. Some land acquisition would be necessary, estimating approximately 21 acres, spread across small sections.
- **Jurisdiction Impact & Coordination with Fairfax County:** A Commissioner expressed concerns about the project's impact on the community and increased traffic congestion. Most of the affected area falls within Fairfax County, though portions extend into Alexandria.
- **Commissioner McMahon:** Expressed frustration that toll revenue discussions haven't begun and criticized existing revenue allocation processes, which prioritize toll payers over broader community needs. Urged flexibility in how revenue is used to support sustainability and transit initiatives.
- **Commissioner Kane:** Raised concerns about the impact of ramps for express lanes, noting potential congestion and land use challenges. Emphasized the need to consider Prince George's County as a partner in opposing the project and advocated for securing pedestrian and roadway improvements.
- **Councilman Chapman:** Plans to bring concerns to the next Council meeting and potentially discuss a formal letter from the Mayor. Noted that Councilman Aguirre attended the VDOT meeting and left with significant concerns about the project.
- **Commissioner Lovain:** Highlighted precedent from previous toll projects (66 and 395) where revenue was routed to local jurisdictions for mitigation. Suggested drafting a letter aligned with the City's response but as a separate statement.

RECOMMENDATION: That the Transportation Commission provide a letter to VDOT outlining specific areas of concern and requesting a timeline extension for the I-495 Express Lane Study.

Motion to accept Staff's Recommendation to provide a letter to VDOT outlining areas of concern regarding the I-495 Express Lane Study and requesting an extension of the voting timeline: Vice Chair Catherwood

Second: Commissioner Maslanka
Motion Carries 8-0

8. Commissioner Updates

01:56:15

Commissioner Beattie: The Eco City Festival will be held in Ben Brenman Park on Saturday, May 10 from 10am-2pm.

Vice-Chair Catherwood: Attended a presentation by City staff on the start of the Duke Street small area plan. There's no plan yet. The City is in the very early stages, just gathering citizen or resident input. Some residents at the session expressed concern about transit issues in the area.

Commissioner Kane: The Board voted to recommend that City Council to increase residential permit parking fees. There was a chart featuring other jurisdictional parking rules – one of which was if you had a place to park your car and you want a City permit, you must pay more for your first car. A good idea as people will use their own parking space first. On the 200 block of N. Lee St., we approved plans to expand the eating area outside of a restaurant. Our Chair, Jim Lewis, stepped down, so we'll be electing a new Chair.

Commissioner Lovain - Did not provide any updates.

Commissioner Manor - Did not provide any updates.

Commissioner Maslanka - Did not provide any updates.

Commissioner McMahon - Did not provide any updates.

Chair McManus - Did not provide any updates.

Councilmember Chapman: Council is nearing the end of the budget process. Council is looking at money for several things, including line 32 potential.

9. Written Items

02:01:41

Item D. Smart Mobility Lab Kickoff (pulled by Chair McManus):

Hillary Orr: The City's been working with the Virginia Tech Transportation Institute recently utilized earmarked funding from Congressman Beyer to fund the Smart Mobility Lab in partnership with them. The kickoff is May 1. They're starting to work with us on implementing additional smart intersections to build out a digital model: a mini digital plan of the city, including of this data that we are collecting. This will help set up a data exchange platform and house all the data. Virginia Tech will also help to build dashboards so that staff can take all this data and make it useful.

Item A. Interdepartmental Long Range Work Plan (pulled by Commissioner Kane)

Commissioner Kane: Stressed the importance of the bike connection across 395 and finding funding in the Transportation Access Initiatives

Item C. VDOT SYP Public Hearing (pulled by Commissioner Kane)

Commissioner Kane: Asked how to advocate for unfunded projects to be funded in SMART SCALE. Hillary Orr explained that VDOT's Smart Scale scoring is highly data-driven, focusing on economic development and travel efficiency rather than direct public input.

Item F. Proposed Complete Streets Improvements (pulled by Commissioner Kane)

Commissioner Kane: Second Street is wonderful street to add to, but we missed an opportunity to put bike lanes on Royal.

10. Other Business

02:12:55

Item A. Code Pertaining to Transportation Commission Membership

Commissioner McMahon proposed revising the Transportation Commission’s membership to better reflect underrepresented perspectives, particularly those of older adults and persons with disabilities. She suggested replacing one of the two Planning Commission seats with a representative either appointed by or recommended by the Commission on Aging or the Commission on Persons with Disabilities, allowing flexibility for participation by engaged community members. Additionally, she recommended revising language related to DASH representation to allow a designee, rather than a Board member, to serve as a liaison, given ongoing challenges in securing consistent participation. Finally, she brought up adding a member to represent youth.

Councilman Chapman expressed support for boards and commissions taking a more introspective approach to ensure diverse perspectives are represented, emphasizing the importance of having underrepresented voices at the table. He noted that when boards bring thoughtful membership changes to Council, they are likely to receive support.

Chair McManus suggested that the commission vote on the letter at the next meeting.

At **9:30 pm**, the Transportation Commission adjourned.

DRAFT

City of Alexandria, Virginia

MEMORANDUM

DATE: MAY 21, 2025

TO: MEMBERS OF THE TRANSPORTATION COMMISSION

FROM: HILLARY ORR, DEPUTY DIRECTOR, TRANSPORTATION

SUBJECT: AGENDA ITEM #3 – ENHANCED MOBILITY GRANT

ISSUE: The City is proposing an application for the Enhanced Mobility Grant from the Federal Transit Administration (FTA) to purchase and maintain wheelchair-accessible vans and associated infrastructure.

RECOMMENDATION: That the Transportation Commission endorse a letter to City Council in support of the Enhanced Mobility of Seniors & Individuals with Disabilities grant application.

BACKGROUND: The Enhanced Mobility of Seniors & Individuals with Disabilities program provides formula funding to states and designated recipients to meet the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meet these needs. The National Capital Region Transportation Planning Board (TPB), with the Metropolitan Washington Council of Governments (COG) acting as administrative agent, is the designated recipient for the Federal Transit Administration's (FTA's) Enhanced Mobility of Seniors and Individuals with Disabilities Program for the Washington, DC-VA-MD Urbanized Area.

DISCUSSION: The City of Alexandria is seeking funding to support the procurement of electric, wheelchair-accessible vehicles and charging infrastructure in FY 2027 and maintenance support for FY 2027 and FY 2028. These vehicles will be deployed across three City departments—Recreation, Parks and Cultural Activities (RPCA), Community and Human Services (DCHS), and Transportation and Environmental Services (T&ES)—to support coordinated transportation efforts for residents with disabilities and seniors, ensuring equitable access to City services and programs. This proposal meets 3 priority project areas of the Coordinated Human Service Transportation Plan for the National Capital Region:

1. **Coordinated Planning Efforts** – This project is rooted in interdepartmental coordination and long-term planning to enhance human services transportation across the City. By purchasing a fleet of standardized, electric, wheelchair-accessible vehicles, Alexandria will

implement a centralized approach to transportation services among RPCA, DCHS, and T&ES.

Each vehicle will be equipped with GPS tracking and onboard tablets to allow for centralized trip data collection and analytics with integration into the current paratransit data system. This system will enable the City to assess service overlaps, identify areas for efficiency, and ultimately develop a city-wide mobility management strategy. The cross-departmental use of these vehicles and shared operational protocols support a scalable model of coordinated planning that can be expanded or replicated regionally.

2. **Door-Through-Door or Escorted Transportation Service** – The proposed vehicles will directly support escorted and door-through-door transportation for vulnerable populations. These services include:
 - **RPCA Therapeutic Recreation:** Three vehicles will replace aging, non-accessible vans. These new vehicles will transport students and adults with disabilities between their homes and schools, and specialized adaptive recreation programs. Staff will provide light assistance to riders, such as helping with coats or mobility aids and ensuring safe entry and exit from both homes and facilities.
 - **T&ES Paratransit:** One vehicle will serve Alexandria’s paratransit program and Adult Day Services Center shuttle. Operated under contract, this vehicle will allow for expanded capacity and more personalized assistance to individuals attending vital programs and services. It also acts as a pilot to assess the operational integration of electric vehicles in a paratransit setting.
 - **DCHS Aging Services:** One vehicle will be deployed to expand capacity in the Special Transportation Unit. The added flexibility of a vehicle that does not require a CDL-certified driver improves access and reliability of door-through-door services for aging residents who need consistent, supportive transportation to medical appointments, grocery trips, and City services.

3. **Tailored Transportation Service for Clients of Human Service Agencies** – This project directly addresses the needs of residents with disabilities who cannot use fixed-route public transportation. Each vehicle will be dedicated to serving agency-specific programs, coordinated across departments:
 - **RPCA Therapeutic Recreation:** Expanding access to adaptive programs by ensuring that transportation is available to all participants, regardless of mobility needs.
 - **T&ES Paratransit:** Providing an electric, fully accessible vehicle for daily operations and trip demand to the Adult Day Services Center and the City's DCHS and Health Department building—the highest ridership destination in the paratransit system.
 - **DCHS Aging Services:** Supporting transportation for seniors who require escorted rides to City services, medical appointments, and community engagement programs.

By leveraging a shared fleet model, the City will maximize the utility of each vehicle and promote interagency coordination. Data collection from trips from multiple departments will allow for further integration of services after a couple of years of data collection. Additionally, each vehicle will be equipped with a front bicycle rack, ensuring all users have access to the same amenities as fixed route transit riders. Furthermore, the DCHS vehicle will function as a reserve unit for other departments' vehicle undergoing maintenance, thereby enhancing system resilience and reducing service interruptions.

This grant will allow the City of Alexandria to build a modern, clean, and accessible vehicle fleet that bridges transportation gaps for seniors and people with disabilities. Through technology, coordination, and community focus, this project meets the goals of the grant programs while creating a model for cross-departmental mobility management and equitable access.

FISCAL IMPACT: The City is applying for up to \$1,000,000 to support the purchase of vehicles. The grant requires a 20% local match, or \$200,000. However, the City could receive revenue of approximately \$25,000 per year, per vehicle leased to the contractor providing services for the DOT paratransit program. Should the program purchase two vehicles for lease, the match would be covered, and new revenue would offset the cost of the program after 4 years.

ATTACHMENTS:

Attachment 1: DRAFT Endorsement Letter



Alexandria Transportation Commission
301 King Street
Alexandria, VA 22314

Phone: 703.746.4025

Honorable Mayor Gaskins and Member of City Council
City Hall
301 King Street
Alexandria, VA 22314

May 21, 2025

Re: Recommendations to the Federal Transit Administration's Enhanced Mobility of Seniors & Individuals with Disabilities Grant Application

Dear Mayor and Members of the City Council:

At its May 21 meeting, the Alexandria Transportation Commission voted to endorse the City's application for the Federal Transit Administration Enhanced Mobility of Seniors & Individuals with Disabilities discretionary grant programs for the purchase and maintenance of wheelchair-accessible electric vehicles and charging infrastructure in FY 2027 and FY 2028 for a total application of up to \$1 million. The project will seek federal funding for critical Human Services Transportation vehicles to transport residents with disabilities to and from public services, as well as create a shared fleet of vehicles for all transportation needs for residents with disabilities. This procurement represents the continuing commitment to the city's residents with disabilities and ensuring all residents have access to all city amenities.

The Transportation Commission is supportive of the City's alternative fuel fleet policy which states the goal of city-owned and operated vehicle fleet management shall be to purchase and use the most cost-effective and lowest emission vehicles possible while still meeting operational requirements. The proposed application will support this goal by funding the purchase of electric wheelchair-accessible vans that are less expensive to operate over the lifetime of the vehicle compared to gasoline or diesel-powered alternatives.

Sincerely,

Matt McManus
Chair, Alexandria Transportation Commission

cc: Alexandria Transportation Commission
Jim Parajon, City Manager
Emily Baker, Deputy City Manager
Michael Moon, Interim Director, T&ES
Hillary Orr, Deputy Director, T&ES
Katie North, Division Chief, T&ES
Owen Albrecht, Paratransit Manager, T&ES

City of Alexandria, Virginia

MEMORANDUM

DATE: May 21, 2025

TO: MEMBERS OF THE TRANSPORTATION COMMISSION

FROM: HILLARY ORR, DEPUTY DIRECTOR, TRANSPORTATION

SUBJECT: AGENDA ITEM 4 – CONSIDERATION OF ENDORSEMENT OF THE FY 2027-2028 TRANSPORTATION ALTERNATIVES SET-ASIDE PROGRAM

ISSUE: The City is proposing a grant application for the FY 2027-2028 Transportation Alternatives Set-Aside (TA) Program.

RECOMMENDATION: That the Commission review and endorse the proposed grant application for the FY 2027-2028 TA program.

BACKGROUND:

The TA Program is a state-administered, federally funded grant program for non-motorized travel infrastructure projects (walking and biking). Every two years, TA grants reimburse up to 80% of eligible project costs, up to \$2.5 million. A 20% local match contribution is required, up to \$625,000. This year, applications for FY 2027-2028 funding will be considered.

DISCUSSION: For the FY 2027-2028 application cycle, staff recommends one application.

Safe Routes to School – Crossing Improvements Near Schools Phase II (\$3,125,000)

This project would design and construct curb extensions, pedestrian refuge areas, and crosswalk improvements at intersections near Charles Barrett Elementary School and George Washington Middle School. These infrastructure improvements, recommended in the 2017 and 2023 Safe Routes to School Walk Audit reports, would create safer crossing opportunities for school children and families and encourage more students to walk and bike to school.

The City is required to provide a 20% local match, which would be a maximum of \$625,000 over two years.

ATTACHMENTS:

Attachment 1: Draft Endorsement Letter



Alexandria Transportation Commission
301 King Street
Alexandria, VA 22314

alexandriava.gov

Phone: 703.746.4025

Honorable Mayor Gaskins and Members of City Council
City Hall
301 King Street
Alexandria, VA 22314

May 21, 2025

Re: **Endorsement of Grant Application for the FY 2027-2028 Transportation Alternatives Set-Aside (TA) Program**

Dear Mayor Gaskins and Members of City Council:

At its May 21 meeting, the Transportation Commission voted to endorse a grant application funding up to \$3,125,000 through the FY 2027-2028 Transportation Alternatives Set-Side (TA) Program for the Crossing Improvements Near Schools Phase II project.

The Transportation Commission supports staff's proposal to request funding for the design and construction of crossing improvements that were identified in Safe Routes to School (SRTS) walk audits. This project also supports the Vision Zero Action Plan strategy to build safer streets for everyone and accelerate safety improvements as part of the City's Safe Routes to School Program.

The Transportation Commission appreciates the opportunity to review staff's proposal and to provide its endorsement to Council.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Matt McManus
Chair, Alexandria Transportation Commission

cc: Jim Parajon, City Manager
Emily Baker, Deputy City Manager
Michael Moon, Interim Director, T&ES
Hillary Orr, Deputy Director, T&ES
Alexandria Carroll, Complete Streets Program Manager, T&ES
Bryan Hayes, Complete Streets Coordinator, T&ES

City of Alexandria, Virginia

MEMORANDUM

DATE: MAY 21, 2025

TO: MEMBERS OF THE TRANSPORTATION COMMISSION

FROM: HILLARY ORR, DEPUTY DIRECTOR, TRANSPORTATION

SUBJECT: AGENDA ITEM #5 – SAFE STREETS AND ROADS FOR ALL GRANT

ISSUE: The City is proposing a grant application to the U.S. Department of Transportation's Safe Street and Roads for All (SS4A) Program.

RECOMMENDATION: That the Transportation Commission endorse a letter to City Council in support of the SS4A grant application.

BACKGROUND: The Bipartisan Infrastructure Law established the Safe Streets and Roads for All (SS4A) discretionary grant program with \$5 billion in appropriated funds from FY 2022 to 2026. Over \$900 million is available in FY 2025. The SS4A program funds regional, local, and Tribal initiatives through grants to prevent roadway deaths and serious injuries. The SS4A program supports the National Roadway Safety Strategy and the USDOT's goal of zero deaths and serious injuries on our nation's roadways. SS4A grants fund programs to make roads safer for all users by providing resources to communities for developing and implementing safety plans. In 2022 the City was awarded a SS4A grant of \$1 million to conduct safety audits and develop concept plans for seven high crash intersections in the West End.

In 2017, the City adopted a Vision Zero Policy accompanied by an Action Plan with the goal of eliminating traffic fatalities and severe injuries by 2028.

DISCUSSION: The City is approaching its goal year of zero fatalities and severe injuries. While Alexandria has made progress towards Vision Zero, including reaching a major milestone by having zero fatal crashes in 2023, the City has not yet met its adopted goal. It is important to think about what progress has been made and what work is still yet to be done. The City has completed many recommendations from its existing Action Plan. Meanwhile, industry guidance and best practices have also evolved that the City must be responsive to.

To recommit the City to Vision Zero and chart a path forward to improve traffic safety, staff proposes to apply for SS4A funding to update Alexandria's Vision Zero Action Plan. This is a key funding category in the SS4A program, and dozens of communities nationwide have received funding to establish a new action plan or update an existing one.

The updated Vision Zero Action Plan would include an evaluation of past efforts and progress made to date, an updated analysis of citywide crash data in the post-pandemic era, community engagement, and development of goals, objectives, and actions.

The project aligns with the SS4A grant's objectives to promote safety on public roadways and prevent crashes resulting in death or serious injury. Furthermore, it supports the Alexandria Mobility Plan goal to improve traffic safety and eliminate fatal and severe crashes.

ATTACHMENTS:

Attachment 1: DRAFT Endorsement Letter



Alexandria Transportation Commission
301 King Street, Alexandria, VA 22314
Phone: 703.746.4025

Honorable Mayor Gaskins and Members of City Council
City Hall
301 King Street
Alexandria, VA 22314

May 21, 2025

Re: Recommendation for a Grant Application to the Safe Streets and Roads for All Program

Dear Mayor and Members of the City Council:

At its May 21 meeting, the Alexandria Transportation Commission voted to endorse the City's application for the U.S. Department of Transportation's Safe Streets and Roads for All Program. The project will seek federal funding to update the City's Vision Zero Action Plan.

This request clearly supports the goals of the Alexandria Mobility Plan and the Vision Zero Policy, which call for eliminating fatal and severe crashes on Alexandria streets.

Should you have any questions, please do not hesitate to contact me.
Sincerely,

Matthew McManus
Chair, Alexandria Transportation Commission

cc: James Parajon, City Manager
Michael Moon, Interim Director, T&ES
Hillary Orr, Deputy Director, T&ES
Christopher Ziemann, Division Chief, T&ES
Alex Carroll, Program Manager, T&ES

City of Alexandria, Virginia

MEMORANDUM

DATE: MAY 21, 2025

TO: MEMBERS OF THE TRANSPORTATION COMMISSION

FROM: HILLARY ORR, DEPUTY DIRECTOR, TRANSPORTATION

SUBJECT: AGENDA ITEM #6 – TRANSPORTATION COMMISSION MEMBERSHIP LETTER

ISSUE: The Transportation Commission is proposing to submit a letter to City Council to recommend changes to the Transportation Commission in the City Ordinance that establishes the Commission.

RECOMMENDATION: That the Transportation Commission review the letter, suggest edits, and sign the letter to be delivered to the City Council.

BACKGROUND: Title 2, Chapter 4, Article U of the Alexandria City Code establishes the membership, rules and other aspects of the Transportation Commission. Section 2-4-161 establishes the composition of the Commission, which was updated in 2014 to add two new citizen members. Consequently, the Transportation Commission is currently composed of the following seats:

- (1) two members from the planning commission, nominated by the commission;*
- (2) one member from the traffic and parking board, nominated by the board;*
- (3) one member from the environmental policy commission, nominated by the commission;*
- (4) one member from the Alexandria Transit Company Board of Directors, nominated by the board;*
- (5) two citizen members, who shall be residents of the city possessing qualifications in land-use, transportation and/or municipal finance, of whom one shall reside east of Quaker Lane and one west of Quaker Lane;*
- (6) two, ex-officio, non-voting members from the city council, who shall be selected from among Council members who serve on the Metropolitan Washington Council of Governments Transportation Planning Board (MWCOG/TBP), Northern Virginia Transportation Authority (NVTA), Northern Virginia Transportation Commission (NVTC) or the Washington Metropolitan Area Transit Authority (WMATA); and*
- (7) two additional citizen members in addition to those provided for in subsection (5) above, who shall be residents of the city, of whom one shall reside east of Quaker Lane and one west of Quaker Lane.*

DISCUSSION: Based on conversations at the March and April meetings, and with conversations with the Planning Commission, Commission on Aging, and Commission for Persons with Disabilities, Commissioner McMahon has written a DRAFT letter to be reviewed, modified and approved by the entire Transportation Commission. Modifications include:

- One seat representing the Planning Commission be replaced with “one member from the commission on aging or the commission on persons with disabilities, nominated by the commission, or a nominee of either commission that does not currently sit on the commission but whom active commissioners find would properly represent that perspective”
- The language of the seat representing the DASH board be replaced with “one member from the Alexandria Transit Company Board of Directors, nominated by the board, or a nominee of the Board of Directors that does not serve on the Board but is otherwise involved with, knowledgeable of, and committed to, the success of the DASH service in Alexandria”
- One seat be added as follows: “one citizen member, who shall be a resident of the city between the ages of 16 and 25, possessing an interest in or knowledge of transportation and land use planning issues.”

The Commission proposes these changes in response to demands on Planning Commissioners’ and DASH Board Members’ time and involvement on many Boards and Commissions, a desire to incorporate diverse perspectives, and in recognition that the DASH Board Member seat has been vacant for several months.

ATTACHMENTS:

Attachment 1: DRAFT Letter



Attachment 1

Alexandria Transportation Commission
301 King Street
Alexandria, VA 22314

www.alexandriava.gov

Phone: 703.746.4025

Honorable Mayor Alyia Gaskins and Members of City Council
City Hall
301 King Street
Alexandria, VA 22314

May 21, 2025

Re: Constitution of the Membership of the Transportation Commission

Dear Mayor Gaskins and Members of City Council:

The Transportation Commission would like to propose that Council consider at their next available hearing three modest adjustments to the make-up of commission seats in order to ensure that we have the best possible representation of key transportation stakeholders in the community.

The Transportation Commission is currently composed of the following seats:

- “(1) two members from the planning commission, nominated by the commission;*
- (2) one member from the traffic and parking board, nominated by the board;*
- (3) one member from the environmental policy commission, nominated by the commission;*
- (4) one member from the Alexandria Transit Company Board of Directors, nominated by the board;*
- (5) two citizen members, who shall be residents of the city possessing qualifications in land-use, transportation and/or municipal finance, of whom one shall reside east of Quaker Lane and one west of Quaker Lane;*
- (6) two, ex-officio, non-voting members from the city council, who shall be selected from among Council members who serve on the Metropolitan Washington Council of Governments Transportation Planning Board (MTCOG/TBP), Northern Virginia Transportation Authority (NVTA), Northern Virginia Transportation Commission (NVTC) or the Washington Metropolitan Area Transit Authority (WMATA); and*
- (7) two additional citizen members in addition to those provided for in subsection (5) above, who shall be residents of the city, of whom one shall reside east of Quaker Lane and one west of Quaker Lane.”*

We would propose that one of the two Planning Commission seats be removed, in exchange for one new seat described as follows:

(8) one member from the commission on aging or the commission on persons with disabilities, nominated by the commission, or a nominee of either commission that does not currently sit on the commission but whom active commissioners find would properly represent that perspective.

In this instance, we are hoping to obtain representation at the table from seniors and/or persons with disabilities, because these are two constituencies who rely heavily on public transportation and for whom the safety and accessibility of the transportation system is of critical importance. Understanding the demands that are placed on commissioners' time in any commission seat, we recognize that the Commission on Aging or the Commission on Persons with Disabilities may not always have the resources to dedicate to this additional service. This is why we are proposing one seat be open to either, and to also permit those commissions to nominate for your consideration a person not presently seated on either commission but perhaps served in the part or an actively involve community member who could otherwise be relied upon to represent the perspective and to bring information back and forth to keep each respective commission informed and consulted.

We also recommend that the current Alexandria Transit Company Board member seat be modified as follows:

(4) one member from the Alexandria Transit Company Board of Directors, nominated by the board, or a nominee of the Board of Directors that does not serve on the Board but is otherwise involved with, knowledgeable of, and committed to, the success of the DASH service in Alexandria;

In this instance, the proposed revision is to respond to the ongoing challenge we have with getting an ATC board member to fill the open seat as currently proscribed. As with other boards, we know these board members have many responsibilities. This revised wording gives the Board the flexibility to nominate for your consideration a person not actively serving on the ATC Board but otherwise qualified to keep the two bodies in communication and understanding.

Finally, we propose adding one new member seat, as follows:

(9) one citizen member, who shall be a resident of the city between the ages of 16 and 25, possessing an interest in or knowledge of transportation and land use planning issues.

The purpose of this proposal is to bring a youth voice to the commission, someone who may be or have recently been highly dependent on transit or other family members for transportation services. We recognize that it can be very difficult to fill standing commission seats with high school students, so the age range proposed starts with junior year in high school and continues through college age, giving local youth the change to get involved and stay involved if they stay local to Alexandria after graduating high school.

We believe any or all of these revisions would be improvements on the make-up of our body, potentially increasing representation at meetings, broadening perspectives heard, and hopefully raising up new issues or considerations that will help us provide as much utility to City Council as possible in our advisory capacity. Thank you for your consideration.

Sincerely,

Matthew McManus
Chair, Alexandria Transportation Commission

cc: Alexandria Transportation Commission
City Manager James Parajon,
Mike Moon, Interim Director, T&ES
Hillary Orr, Deputy Director, T&ES
Christopher Ziemann, Division Chief, T&ES
Emilie Wolfson, Principal Planner, T&ES

DRAFT

City of Alexandria, Virginia

MEMORANDUM

DATE: MAY 21, 2025
TO: MEMBERS OF THE TRANSPORTATION COMMISSION
FROM: HILLARY ORR, DEPUTY DIRECTOR, TRANSPORTATION
SUBJECT: AGENDA ITEM # 8 – WRITTEN ITEMS

ISSUE: Staff update to Transportation Commission on various projects.

RECOMMENDATION: That the Commission receive the written items.

A. ADA Bus Stop Improvements

14 bus stops were brought up to ADA standards in April 2025 through construction of ADA boarding pads. These 14 bus stops required varying degrees of concrete work. The City continues to recognize the importance of advancing work to achieve accessible bus stops for Alexandrians of all abilities. Staff will continue to identify and program additional bus stops for ADA improvements, and plans to launch a public bus stop dashboard this summer.



B. Duke Street Turn Calming

The Duke Street Turn Calming project was completed in April 2025. The project includes installation of tactical devices, flexible posts, and painted curb extensions to encourage slower turning speeds at seven intersections along Duke Street (between Jordan Street and N. Ripley Street) to improve safety for people walking and biking within the intersections, and to reduce angle crashes. Staff will continue to monitor for adjustments or refinements.

C. Grant Award Update

DRPT and VDOT have released their proposed FY 2026-2031 Six Year Plans. These include full funding for all of the DRPT grants submitted by the City, VDOT funding for technology, and CMAQ/RSTP funding for bus shelters. The Transportation Commission reviewed and endorsed these grant applications earlier this year. The project funding recommendations are below.

Virginia Department of Rail and Public Transportation					
Project Name	Funding Opportunity	Total Cost	State Funds	Local Match	Funding Year
DASH Transit Facility Deck Replacement	MERIT - Capital Assistance: Major Expansion	\$ 9,365,790	\$ 4,682,895	\$ 4,682,895	FY26
DASH - Digital Mirrors Pilot	MERIT – Demonstration	\$ 93,024	\$ 74,419	\$ 18,605	FY26
DASH - Maintenance Apprenticeship	MERIT – Workforce Development	\$ 108,404	\$ 86,723	\$ 21,681	FY26
GO Alex Operations	Commuter Assistance Program - Operating	\$ 200,000	\$ 160,000	\$ 40,000	FY26
Go Alex Strategic Plan Update	MERIT – Technical Assistance	\$ 100,000	\$ 50,000	\$ 50,000	FY26

Transit Access & Amenities	TRIP – Passenger Amenities and Facilities	\$ 500,000	\$ 340,000	\$ 160,000	FY26
Fare Free MetroBus Passes (Middle & High School Students)	TRIP – Zero and Reduced Fare	\$ 150,000	\$ 120,000	\$ 30,000	FY26
DASH - Bus Replacement	MERIT - Capital Assistance - State of Good Repair	\$ 5,241,524	\$ 3,564,236	\$ 1,677,288	FY26
State Operating Assistance	MERIT - Operating Assistance	\$ 33,822,664	\$ 10,450,791	\$ 23,371,873	FY26

The recommended new funding for the City for state projects as part of the SYP include the following: **Virginia Department of Transportation**

Project Name	Funding Opportunity	Total Cost	State Funds	Local Match	Funding Year
Transportation Digital Model	Innovative Transportation Technology Fund	\$ 1,950,000	\$ 1,950,000	\$ -	FY26
Citywide Bus Bulbs	Regional Surface Transportation Program	\$ 3,500,000	\$ 3,500,000	\$ -	FY31
Duke Street at Route 1 Safety	SMART SCALE	\$ 6,577,000	\$ 6,577,000	\$ -	FY30

Safe Routes to School	Regional Surface Transportation Program	\$ 1,750,000	\$ 1,750,000	\$ -	FY31
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Additionally, the MWCOG Selection Panel has recommended both of Alexandria’s grant applications for award:

- Transportation Land use Connect (TLC) Program for Beauregard Trail Feasibility Study.
- Regional Roadway Safety Program (RRSP) for Braddock Road Safety Improvements.

D. MetroRail July Shutdown

From July 5 to July 26, 2025, significant construction will affect Metro's Blue and Yellow Lines. During this period, the Franconia-Springfield and Van Dorn Street stations will be closed. Blue Line service will terminate at Ronald Reagan Washington National Airport, requiring passengers to switch to the Yellow Line for travel to Potomac Yard, Braddock Road, and King St-Old Town. To support passengers during this closure, Metro will provide free ADA-accessible shuttle buses operating every 8–10 minutes. Local shuttles will serve Franconia-Springfield, Van Dorn Street, Eisenhower Avenue, and King St-Old Town, while an express shuttle will run directly between Franconia-Springfield and the Pentagon. The shuttle buses will operate from 5:00 AM to midnight Monday through Thursday, until 1:00 AM on Fridays and Saturdays, and from 7:00 AM to midnight on Sundays. Additionally, on the weekends of July 12–13 and July 19–20, single-tracking will occur on the Yellow Line between Huntington and Braddock Road, with trains running every 18 minutes. Construction activities include renewing the train control room, rail infrastructure improvements, roof replacement at the platform service building, lighting repairs, and updates to station signage and facilities. Regular service will resume at all affected stations on Sunday, July 27, 2025.

E. Eisenhower-Landmark-Van Dorn Newsletter

The City released the ELVD Newsletter to update residents and visitors about all of the transportation projects in that area of the West End. Project updates include Metro Road, High-Crash Intersection Audits, Edsall/Yoakum, Eisenhower-Van Dorn Safer Streets and Congestion Relief project, West End Transitway, South Pickett Street, South Van Dorn Street, Access to the Future INOVA Hospital, the Landmark Transit Center, Smarter Traffic Signals, and Enhancing Bus Stops.

F. Better Bus Network Redesign and Communications Plan

The Better Bus Network Redesign is a historic overhaul of the Metrobus system, marking the first comprehensive revamp in 50 years. Slated for launch on June 29, 2025, this redesign aims to improve service and equity by simplifying and renaming routes, increasing frequency, and connecting communities, particularly Equity Focus Communities, to key destinations. The project is part of Metro’s broader Better Bus initiative, which also includes new facilities, zero-emission buses, and more bus lanes in the future. Extensive public outreach has shaped the redesign, with nearly 45,000 people participating through surveys, events, and feedback sessions, ensuring an inclusive process. The final network reflects input from diverse communities, prioritizing accessibility and addressing concerns for underserved areas. Key milestones leading up to the launch include installation of new bus stop signs, operator training, and increased outreach to inform riders of changes. Below is a summary of Metro’s communications efforts:

Outreach & Education Strategies (Pre-Launch)

- **Pop-Up Events & Info Sessions:** Metro is conducting numerous pop-up events, community meetings, and “ride-along” outreach sessions in the months before launch. Staff are appearing at busy bus stops, transit centers, and even riding buses to talk with customers one-on-one. These on-site engagements allow riders to ask questions about new routes and get personalized assistance.
- **“Street Team” Presence:** In late spring and early summer, expect to see Metro outreach teams at bus stops and onboard buses. They are distributing brochures/“take-ones” and answering questions to ensure that regular riders – including seniors, students, and non-English speakers – know what’s changing on their specific routes.
- **Community Events:** Metro has partnered with local organizations to have a presence at community events (e.g. fairs, farmer’s markets, school events) where they can spread the word outside of the typical transit setting. These informal interactions help reach riders who might not see online announcements.
- **Targeted Outreach:** Special attention is given to reaching those who might not use digital tools. Metro is visiting senior centers, community centers, libraries, and civic association meetings to hand out information and walk people through the upcoming changes. By going directly to community hubs, Metro ensures even less-connected residents hear about the new network.

Clear Public Messaging (Explain the Changes)

- **Simple, Direct Message:** Metro’s core message to the public is: “Bus routes are changing – yes, even yours!” This tagline is being used in outreach materials to grab attention and drive home the point that every rider should check their route. (Every single Metrobus route will have a new name/number or routing adjustment under Better Bus, so no one should assume they are unaffected.)
- **Emphasizing Benefits:** Communications highlight that these changes are for the better – e.g. “shorter wait times, more reliable trips, and easier-to-read route names” – to build public support. For example, Metro is addressing concerns about bus reliability by explaining how consolidating close-together stops will make trips faster and more dependable.
- **Myth-Busting Campaign:** A social media “Mythbusters” series is debunking misinformation about the redesign. For instance, Metro might clarify “No, your neighborhood isn’t losing all service – here’s how it’s changing instead,” to counter rumors. This approach helps set the record straight and ease anxiety with facts (e.g. 95% of bus stops remain – only closely spaced or low-ridership stops are being removed for efficiency).
- **Consistent Branding:** All outreach carries the “Better Bus” branding to tie everything together – from the logo on brochures to the hashtag on social media. This makes it clear that various messages (signs, ads, posts) are part of one campaign about the new bus network.

Tools & Resources for the Public

- **Updated Trip Planner:** Metro’s Trip Planner has been updated with the new routes, names, and schedules well ahead of time. Riders can already plan a trip for dates after

June 29 to see exactly which new bus to take. This gives everyone a chance to “test drive” their commutes and familiarize themselves with route changes before they happen.

- Route “Crosswalk” Guides: To help riders find their new routes, Metro has published easy lookup tables (by jurisdiction) listing each current route and its Better Bus equivalent. For example, a pamphlet or website page will show that the old Route 17K in Fairfax will become the new Route F28. These crosswalk guides (available for DC, Virginia, and Maryland routes) make it simple to answer “What’s the new name for my bus?” at a glance.
- Neighborhood Profiles: Metro created Neighborhood Profiles that break down the bus improvements area by area. Riders can see a summary of changes in their neighborhood – for example, new connections or more frequent service on key routes in their community. These profiles help people understand the local benefits (e.g. “Olney/Aspen Hill: New M22 cross-county service to Wheaton and Bethesda”) and ensure no community is overlooked in communications.
- Maps and Schedules: The Better Bus Maps and Fact Sheets are available on Metro’s website. System maps and individual route maps show the new alignments. Printable PDF schedules for the new routes are online (the old on-stop schedule leaflets are being phased out in favor of these up-to-date digital schedules). Riders can print these at home or get help at libraries or Metro offices to obtain a copy.
- Customer Support Line: Metro has introduced a new easy-to-remember phone number 202-GO-METRO for its customer call center. Community members can call this number to speak with a representative for trip planning assistance, to ask questions about route changes, or to report any issues. The memorable number was chosen to ensure even those without internet access can get help navigating the new network.

Role of Community Partners & Elected Officials

- Local Ambassadors: Community organizations and elected officials are key allies in spreading the word. We encourage partners – from civic associations to non-profits – and local leaders to echo the “Better Bus” messages through their newsletters, email blasts, social media, and at meetings. Your voices lend trust and can reach deeply into neighborhoods. Something as simple as including “Bus routes are changing on June 29 – plan your new trip at wmata.com/betterbus” in a community newsletter can significantly boost awareness.
- Hosted Events & Forums: Elected officials and community groups can host briefings or Q&A sessions for their constituents with Metro’s participation. Metro has been offering briefings for elected officials and jurisdictional staffs to arm them with detailed knowledge of the changes. By organizing town-hall style meetings or info tables at local events (with Metro supplying materials), community partners can ensure residents get answers directly.
- Toolkit & Materials: To make outreach easy, Metro has provided a digital communications toolkit to partners. This includes ready-to-use flyers, fact sheets, FAQs, graphics, and sample social media posts that highlight key changes. For example, officials have access to neighborhood-specific fact sheets and maps they can share with their constituents. Using these consistent materials ensures the public receives accurate and clear information no matter who it comes from.
- Two-Way Communication: Partners and officials also play a role in listening to

community feedback and relaying concerns or confusion back to Metro. Metro has channels in place for stakeholder feedback during this rollout. If you hear recurring questions or specific issues from your community, you can funnel that input to Metro to help us address gaps in outreach or make adjustments. In this way, community leaders act as a bridge, helping fine-tune the public education effort in real time.

- **Visible Support:** By publicly supporting the Better Bus changes (for instance, an elected official posting “I’m excited for more frequent buses in our ward thanks to #BetterBus coming June 29”), you help frame the narrative positively. Community buy-in is crucial for a smooth transition, and endorsements or testimonials from trusted local figures can reassure riders that these improvements have been vetted and are ultimately beneficial.

Multi-Channel Communications Campaign

- **Social Media Blitz:** WMATA is running an aggressive social media campaign to reach riders on all platforms. This includes daily posts counting down to launch, short explainer videos, route highlight threads, and the mentioned “mythbusters” series addressing common misconceptions. All content is shared via Twitter (X), Facebook, Instagram, Threads, and Nextdoor to maximize reach. Partners are encouraged to reshare these posts to amplify them further.
- **Traditional Media & Ads:** The campaign also spans traditional channels. Press releases and media briefings have led to coverage on TV, radio (e.g. WTOP, local news), and newspapers about the upcoming changes. Paid advertisements – both digital and print – are running to grab attention: for example, bus shelters and transit station posters featuring Better Bus info, local newspapers ads, and online banners on community news sites. The goal is to ensure residents encounter the message multiple times in different places.
- **Direct Mailers and Flyers:** Metro, in coordination with local jurisdictions, is sending out mailers and printed brochures to communities. Residents may receive a mailed pamphlet summarizing bus changes in their area or see flyers posted at libraries, recreation centers, and apartment lobbies. These print materials mirror the key messages (“All bus routes are changing June 29”) and point people to resources like the trip planner and new route number lookup.
- **Signage & On-Board Notices:** Signage is being thoroughly updated systemwide to prepare riders. About 7,000 bus stop signs are being replaced with eye-catching temporary signs that show both the current route and the new route name (in English and Spanish), along with the effective date of the change. This way, someone waiting at a stop can immediately see “Route 70 becomes D40/D4X on June 29” in red text beneath the current number. Bus shelters and stations have posters and digital displays announcing upcoming changes. On board the buses, automatic announcements and interior signs remind riders that route changes are coming.
- **Digital Platforms:** The wmata.com/betterbus website serves as an information hub, compiling all maps, timetables, and tools in one place. Metro has also pushed out alerts via email (to Metrobus subscribers) and through the WMATA app and partner transit apps. We’re ensuring that when riders use any official digital tool – whether it’s checking an arrival time or receiving a service alert – they see messaging about Better Bus.
- **Language Access:** All key communications are bilingual (English/Spanish), and Metro has info available in other languages upon request. The phone line 202-GO-METRO and

in-person events support non-English speakers to ensure no language barrier prevents awareness.

After Launch: Ongoing Support & Engagement

- **On-the-Ground Assistance:** The outreach doesn't end on June 29. In the first days and weeks after launch, expect an "all-hands-on-deck" presence of Metro staff at major bus hubs and transfer points to help riders navigate the new network. Extra personnel (wearing identifiable "Here to Help" vests or similar) will be deployed to answer questions, give directions for new routes, and ensure riders make their connections.
- **Real-Time Monitoring:** Metro will be closely monitoring the rollout. A command center will track operations and crowding, and field reports will be gathered to catch any issues (like consistently late trips or rider confusion at a particular location) quickly. If minor adjustments in schedules or stop locations are needed, Metro will make them. This responsive approach will help iron out kinks in the first few weeks.
- **Feedback Channels:** Riders will be encouraged to share their experiences post-launch. A customer feedback survey and online comment portal will be opened after a few weeks of the new service, allowing the public to report what's working well and what could improve. Community meetings or a "check-in" public hearing may be held later in the year to discuss the changes. Metro is committed to refining the network as needed – the redesign is a living plan, and public input will continue to shape it.
- **Continued Communications:** Even after launch, Metro and its partners will keep up communications to reinforce the new information. Updated transit guides will be distributed, and route information at stops/stations will be permanently updated from the temporary signs. We'll also share success stories (e.g. "Route A12 now runs every 10 minutes midday, and ridership is already up X%") to highlight the benefits. Community partners and officials should continue to disseminate updated information – for example, updating any transit guides on city websites or community bulletin boards to reflect the new routes.
- **Long-Term Engagement:** The Better Bus program will remain active beyond the network launch. Metro will engage communities in upcoming bus improvements like bus priority projects, new bus purchases, and other Better Bus initiatives. The collaboration with the public and local stakeholders will be ongoing, ensuring that as the region evolves, the bus system keeps getting better. Post-launch, Metro's focus is on making sure riders adjust smoothly and then building on that momentum to advocate for further transit enhancements (like dedicated bus lanes that make the new routes even faster).