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Open Letter to Elected Officials, Local Bus Providers, Road Owners and Operators, and others responsible for the quality of bus service in the Washington DC Region

Dear Colleagues,

We recognize that the collective energy of the region is focused on the COVID-19 pandemic, ensuring that the region we call home continues essential functions. As the pandemic disrupts daily life in metropolitan Washington for many, we are reminded of the critical importance of our region's bus system which is continuing to provide lifeline service for workers accessing essential jobs in stores, hospitals, delivery, and as first responders. Its importance now only further underscores its overall value to the region in normal times and why transforming the bus network remains a regional priority when we return to normal.

Based on guidance from this Steering Committee, the Bus Transformation project has developed a Strategy and Action Plan that serve as a blueprint to implement positive changes for bus riders, providers, operators, and the broader regional economy.

While the planning phase of the Bus Transformation Project is complete, the real work must begin to implement the recommendations once the region stabilizes. With the recent endorsement of the Bus Transformation Strategy by jurisdictions and regional organizations, it is time for those agencies responsible for bus service to leverage that momentum to prioritize and coordinate their actions for maximum benefit.

Members of this Committee recognize the need for sustained effort and believe it is time for that sense of urgency to be shared by the local jurisdictions, states, and bus service providers to make good on the promises of this Strategy. For this reason, we continue to stand behind the Strategy's recommendation to create and empower a regional Task Force to oversee the success of the other 25 recommendations.

The Action Plan acknowledges that many organizations and agencies will need to work together to realize the benefits – no single entity is wholly responsible for the quality of bus service. The [Action Plan](#) outlines detailed steps for each recommendation, timelines for implementation, and most importantly, indicates where different organizations can lead, partner, or support the necessary actions. What comes next will be up to you.

We have followed closely as agencies around the region considered the recommendation for a Task Force to ensure progress of the strategy. While the region continues to discuss how to implement this recommendation, we encourage all transportation agencies to move forward with the other critical near-term actions and prepare means of sharing timely information about their ongoing progress on implementation.

Based on the discussions and endorsements of several Boards, Commissions, and independent organizations across the region, we believe coordination/oversight activity should proceed as follows:

- **Task Force (Recommendation X):** There will be collaborative work sessions in 2020 regarding the roles and structure of overseeing implementation of the BTP recommendations. MetroNow would be open to supporting or facilitating these discussions.
- **Progress Report/Performance Report (Recommendation Y):** Based on their advocacy work to date, MetroNow is pursuing a regional performance report card and will conduct a third-party assessment of progress against the BTP recommendations.

Without the accountability, collaboration, and regional energy that the Task Force will provide, our region's bus system is most likely to maintain the status quo instead of providing our residents and businesses with the service they need to thrive.

Sincerely,
Bus Transformation Project Executive Steering Committee