

What is the NextGen Bus Network Redesign?

The NextGen Bus Network is MARTA's forward-thinking plan to transform bus services in metro Atlanta. With more frequent buses, optimized routes, and flexible, on-demand options, the redesigned network aims to make transit faster and more reliable, meeting the needs of the city's rapidly growing population. This redesign focuses on frequent service along high-demand corridors, increased access to jobs and essential services, and equitable access for underserved communities.

Why Redesign the Bus Network Now?

Atlanta's rapid growth and changing travel needs have shaped the NextGen Bus Network. By adapting to new commuting patterns and emerging transit corridors, MARTA seeks to create a system that works well for everyone. This transformation will ensure MARTA remains a vital resource for decades to come, improving reliability and convenience for the region's transit riders.

KEY FEATURES AND IMPROVEMENTS

What are the key features of the redesigned bus network?

- » **Smarter routes:** Simplified routes for easier access to essential services.
- » **Faster service:** Frequent service on 18 corridors.
- » **Better options:** 12, new, on-demand service zones provide coverage for areas with fewer people, homes, and businesses.
- » **Seven-day service:** All routes operate every day of the week for more convenience.

How will the NextGen Bus Network improve access to jobs and services?

- » Minority communities and low-income residents will see a 22-23% increase in job accessibility within a 60-minute commute.
- » The average MARTA rider will gain access to 21% more jobs and destinations within 60 minutes.
- » People near frequent service routes (15 minutes or better) will increase +95,100.

Are there changes to the number of bus routes?

By consolidating routes from 113 to 79, MARTA increases bus frequency along major corridors, reducing redundancy and travel time. Additionally, areas previously served by low-ridership routes will benefit from the new, on-demand service, ensuring continuous access.

Will all bus routes operate seven days a week?

Yes. All routes in the new network will operate every day, ensuring increased flexibility and accessibility for customers who depend on transit for their daily needs.

How will the new network be more efficient?

The NextGen Bus Network improves reliability by simplifying routes and increasing frequency in high-demand areas, making service more efficient. Recognizing the importance of having a full team to meet these goals, MARTA is actively addressing workforce challenges by attracting and retaining skilled operators and support staff to ensure dependable, timely service for customers.

FREQUENTLY ASKED QUESTIONS

Will this redesign help reduce travel times?

Yes, the network's improved routes and increased frequency are designed to make trips faster for most customers. Customers will be able to reach more destinations within 60 minutes, making commuting quicker and easier.

How does this redesign balance frequency and coverage?

The NextGen Bus Network balances increased frequency on major corridors with strong coverage across MARTA's operating areas. This way, people get better service where it is needed most, while making sure all areas still have transit options.

How will the redesign improve convenience for customers?

With increased frequency in key corridors and simplified routes, customers will experience more convenient and direct trips. The goal is to reduce wait times and offer a more enjoyable experience for MARTA's daily customers.

COMMITMENT TO EQUITY AND ACCESSIBILITY

How does the network address the needs of low-income communities and those without cars?

The NextGen Bus Network prioritizes equity, significantly boosting access to frequent routes for low-income and zero-car households. Improved bus stops, lighting, signage, and ADA compliance make the network accessible to all passengers.

FREQUENTLY ASKED QUESTIONS

How will the new network address accessibility needs for customers with disabilities?

The NextGen Bus Network enhances accessibility with improved bus stop lighting, signage, and pathways. MARTA staff will receive ongoing training to support passengers with disabilities, and ADA paratransit zones will be adjusted to align with the new routes, ensuring continued access.

What is MARTA's on-demand service and how will it work?

The redesigned network expands on MARTA's successful on-demand pilot by introducing shuttle-based service in selected areas. Customers can book trips from designated locations through an app, providing rideshare-like flexibility and shorter wait times.

How will the on-demand service work with existing MARTA passes and fares?

The on-demand service fare is the same as MARTA's standard, one-way fare of \$2.50, and existing MARTA passes are valid for this service in designated areas. Free transfers are also available between on-demand, fixed-route, and rail services.

How will MARTA handle areas with low ridership?

In some areas with lower ridership and fewer homes or businesses, MARTA will offer on-demand service. This means people can receive flexible options instead of fixed bus routes. This way, everyone has access to transit, no matter how many people live in their community.

JOB ACCESS AND ECONOMIC IMPACT

What impacts will the redesign have on overall job access?

The redesigned network will enhance job access for many residents within MARTA's service area:

- » 95,000 additional residents and 103,000 more jobs will be within reach of frequent transit service.
- » Riders will have access to 21% more jobs, 19% more colleges and universities, 25% more grocery stores, and 26% more healthcare facilities within a 60-minute commute.

COMMUNICATION AND CUSTOMER ENGAGEMENT

How can I share feedback on the NextGen Bus Network?

MARTA will host public meetings in December 2024 and January 2025 for community feedback on the draft network redesign. Additionally, feedback can be shared via email, phone, or by completing a survey at MARTANextGenBusNetwork.com.

How will customers learn about route changes?

MARTA will notify customers of route changes through its website, social media, in-person sessions, and informational flyers at bus stops.

Will MARTA rename or renumber routes?

To simplify the system, MARTA is considering route renaming and renumbering, based on customer feedback and best practices from other transit agencies.

What if I have an issue with my current bus stop?

For concerns with an existing route or stop, contact MARTA Customer Service at (custserv@itsmarta.com) or (404-848-5000).

How will my input affect the final network?

MARTA will consider all feedback from the public engagement period, evaluating needs within resource and feasibility constraints.

ENVIRONMENTAL AND COMMUNITY IMPACT

How does the new network support environmentally friendly initiatives?

The NextGen Bus Network supports MARTA's sustainability goals by optimizing routes to reduce emissions and fuel use. The plan includes transitioning to energy-efficient buses and promoting public transit use to reduce reliance on individual vehicles, thus contributing to a cleaner environment.

How will MARTA monitor and improve the redesigned bus network over time?

MARTA will continually monitor service performance through customer feedback, data analysis, and operational reviews. This approach allows MARTA to adjust the network as needed, ensuring it evolves with the community's needs.

FREQUENTLY ASKED QUESTIONS

smarter. faster. better.

OPERATIONAL DETAILS AND LOGISTICS

Will there be new stops or changes to existing stops?

No changes will be made to bus stops during the Draft Network phase. However, once the new network is launched, there will be updates to stops. To stay informed, please check the project website at [MARTANextGenBusNetwork.com](https://www.martanextgenbusnetwork.com). MARTA will notify riders of any changes.