



Bus Stop FAQs

Q: How do I request a bus stop?

Please complete a [DDOT Bus Stop Change Request Form](#) to submit for review by the DDOT Mass Transit Division staff. Alternatively, residents can call “311”, or submit a service request through DC’s [311 website](#) (<http://311.dc.gov/>).

DDOT staff will review the request and forward it to WMATA/Metro bus planners for consideration. Together, WMATA and DDOT staff will discuss options for installing a new bus stop. If a bus stop is approved, DDOT staff will identify the necessary infrastructure (e.g., concrete bus pad) and street signage to ensure buses have access to the stop.

Q: How do I request to move a bus stop?

Please complete a [DDOT Bus Stop Change Request Form](#) to submit for review by the DDOT Mass Transit Division staff. Alternatively, residents can call “311”, or submit a service request through DC’s [311 website](#) (<http://311.dc.gov/>).

DDOT staff will review the request and forward it to the respective Advisory Neighborhood Commission (ANC) and WMATA bus planning staff. The commissioner will then review the request and obtain feedback from the community at a regularly scheduled ANC meeting. DDOT will request the ANC to identify potential alternative bus stop location options during their deliberations. If the ANC approves the request, then DDOT and WMATA will request a resolution from the ANC to support the bus stop removal request. Once the resolution has been passed, WMATA and DDOT staff will work together to notify customers and remove bus zone and related street signage.

Q: How do I request to move/eliminate a bus shelter? (Note - DDOT does not install benches)

Please complete a [DDOT Bus Stop Change Request Form](#) to submit for review by the DDOT Mass Transit Division staff. Alternatively, residents can call “311”, or submit a service request through DC’s [311 website](#) (<http://311.dc.gov/>).

Q: What should I do when I have a general issue with my bus route?

Please complete a [DDOT Bus Stop Change Request Form](#) to submit for review by the DDOT Mass Transit Division staff. Alternatively, residents can call “311”, or submit a service request through DC’s [311 website](#) (<http://311.dc.gov/>).

DDOT will review the request and forward it to the appropriate WMATA staff.