

Platform Improvement Project Update July 10, 2019



Travel Alternatives

Franconia-Pentagon Express

- Between Franconia-Springfield and the Pentagon Transit Center

Blue Line Shuttle

- Between Franconia-Springfield, Van Dorn St, King St-Old Town and National Airport

Huntington-Pentagon Express

- Between Huntington and Pentagon Transit Center

Yellow Line Shuttle

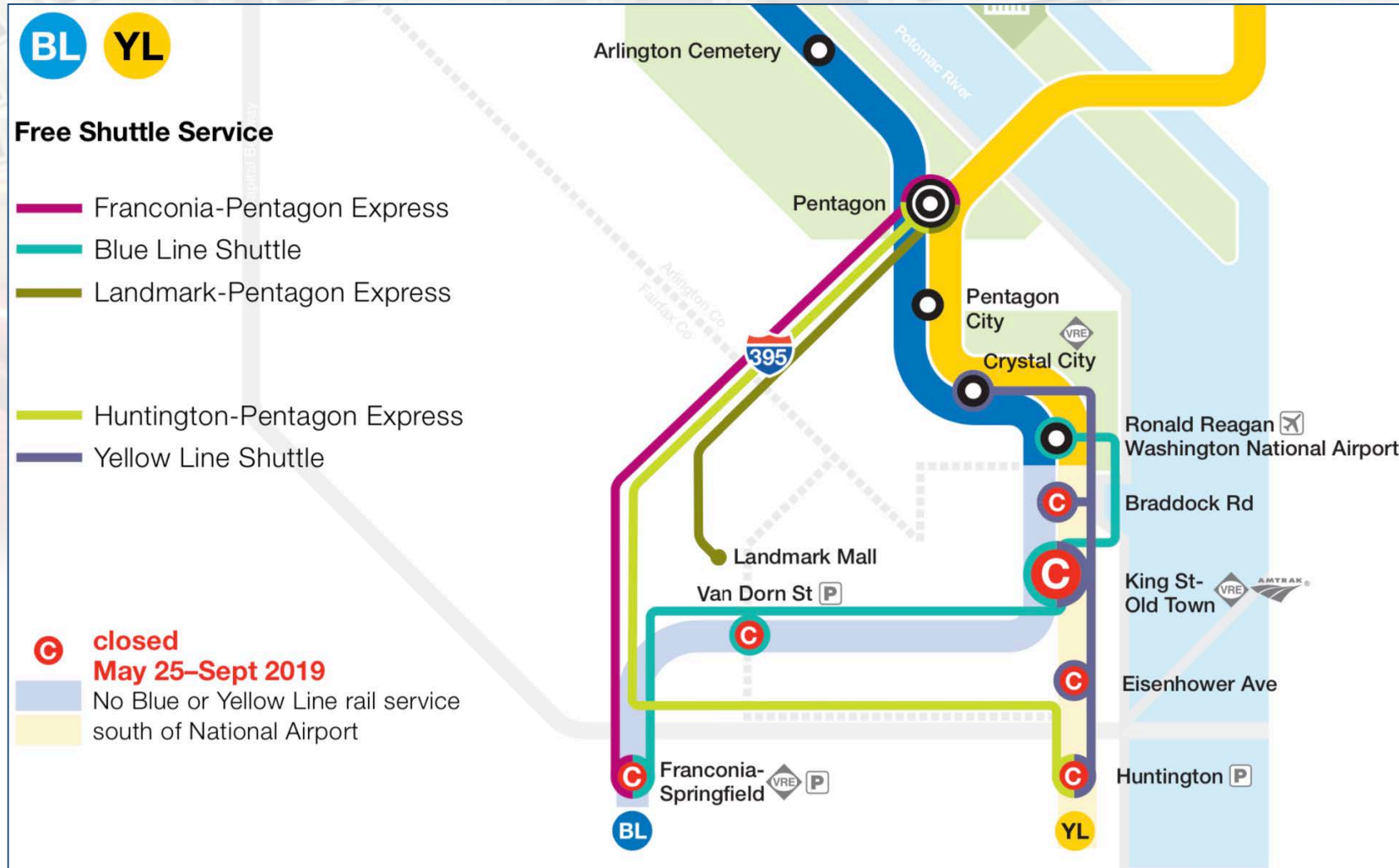
- Between Huntington, Eisenhower Ave, King St-Old Town, Braddock Rd and Crystal City

Landmark-Pentagon Express

- Between Landmark Mall and Pentagon Transit Center

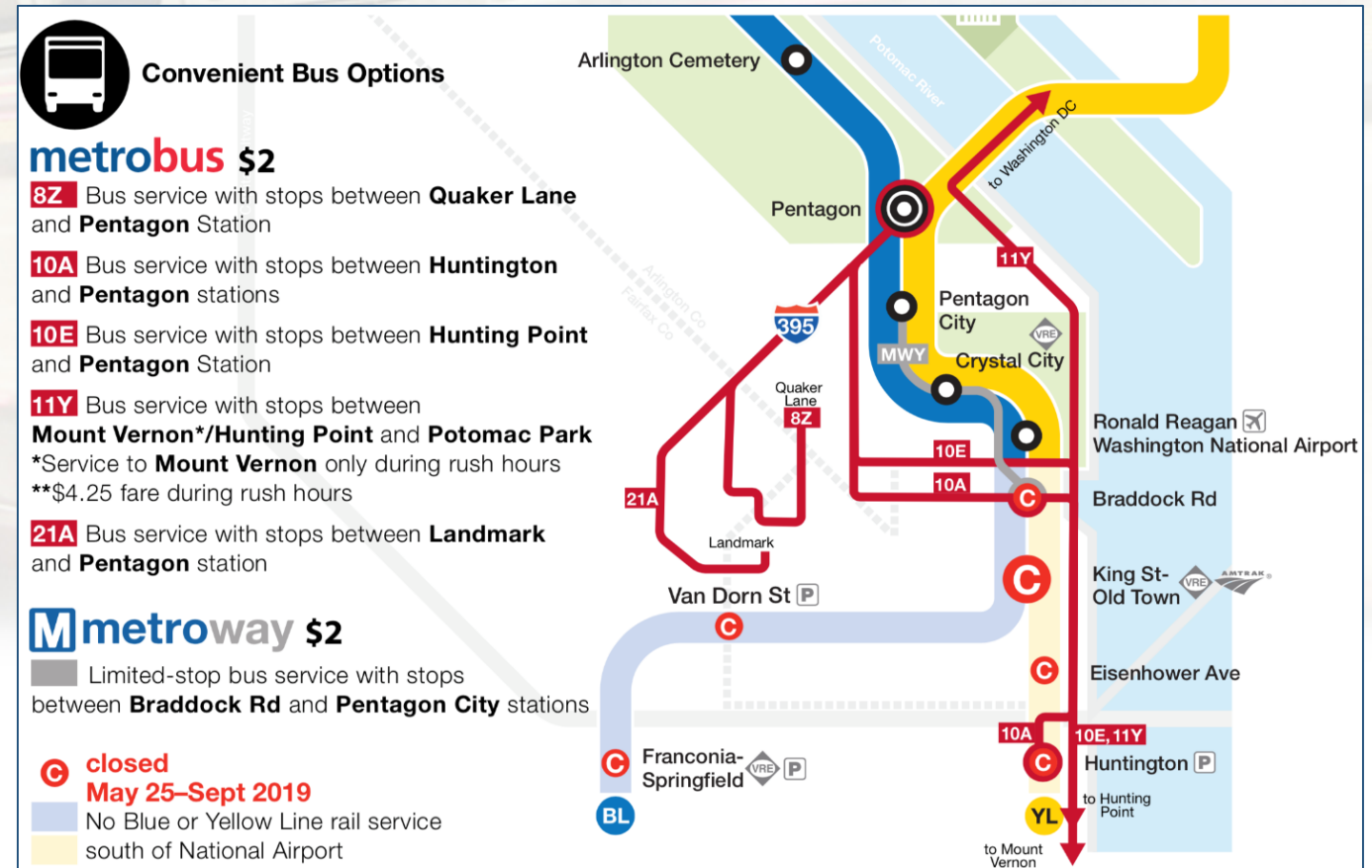


Shuttle Service



Metrobus Travel Options

- Metrobus:
 - 8Z
 - 10A/E
 - 11Y
 - 21A
 - Metroway



Street Teams

- At closed stations for duration of closure
- Above and beyond customer service



Survey Results – Customer Communications

- Survey of **random sample of SmarTrip card customers** who entered or exited one of the affected stations *at least once* since January 1, 2019
- 1025 Completes
- June 14 to June 23
- Results adjusted/weighted to match June 2018 ridership levels at the affected stations

Survey Results – Customer Communications

Customer Awareness & Knowledge


- **98.4%** of registered SmarTrip customers of the affected stations were aware of the shutdown before it started
 - + 4% higher awareness than Red Line shutdown riders
 - **2 in 3** had a good understanding of the alternative routes (65%)

Trust

- **9 in 10** said they *know why* Metro is shutting down their station (89%)
 - +29% compared to the Red Line shutdown
- **2 in 3** *trust* that the shutdown is necessary (67%)
 - Similar metrics as compared to the Red Line shutdown

Project Blog

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Washington Metropolitan Area Transit Authority

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Project Updates



July 8, 2019

Metro is offering consideration of presumptive MetroAccess eligibility for customers impacted by this summer's Platform Improvement Project

MetroAccess Eligibility staff will be conducting visual assessment at Pentagon and Crystal City stations.

READ MORE

July 5, 2019

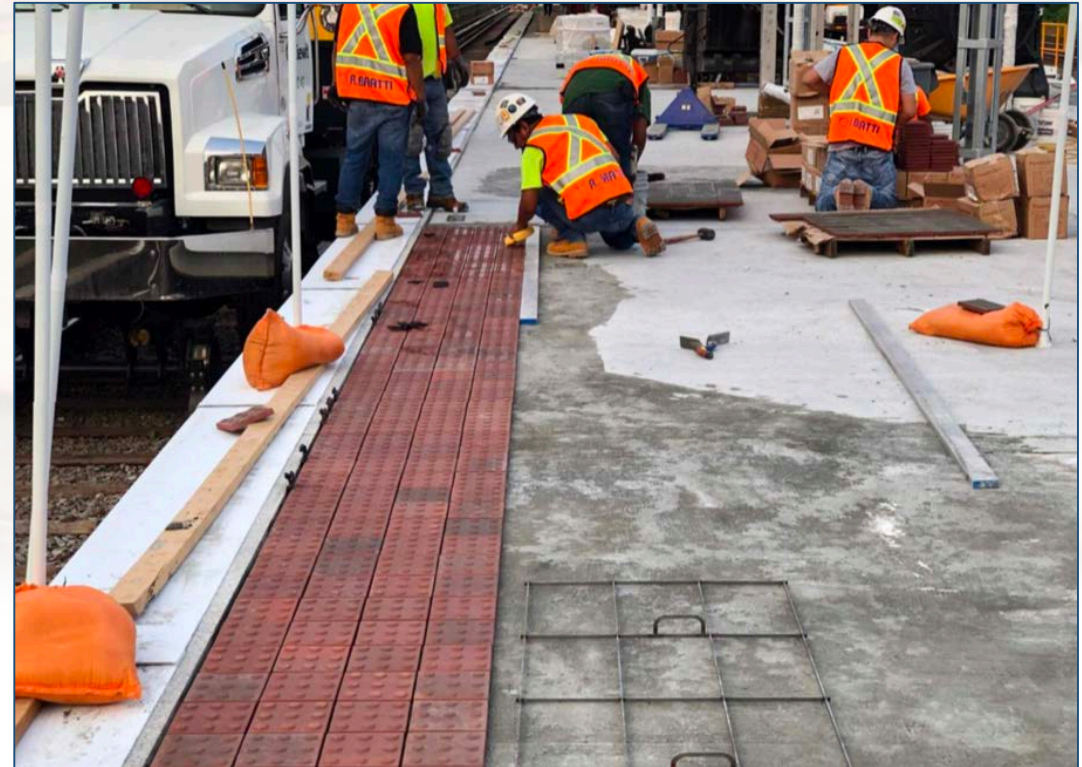
Looking back at historic King St-Old Town Station photos

We went down to the basement at Metro HQ and pulled out some photos from the archives.

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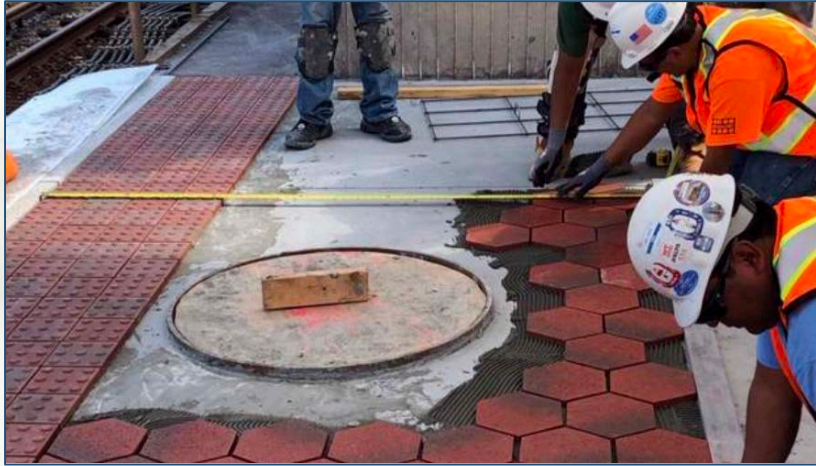
Next Blog Post - Preview

- Work is progressing on schedule
- Concrete edges nearing completion
 - NEXT: Laying of granite, waterproofing, top slab, new tiles
- Skylight framing nearing completion
 - NEXT: Glass installation

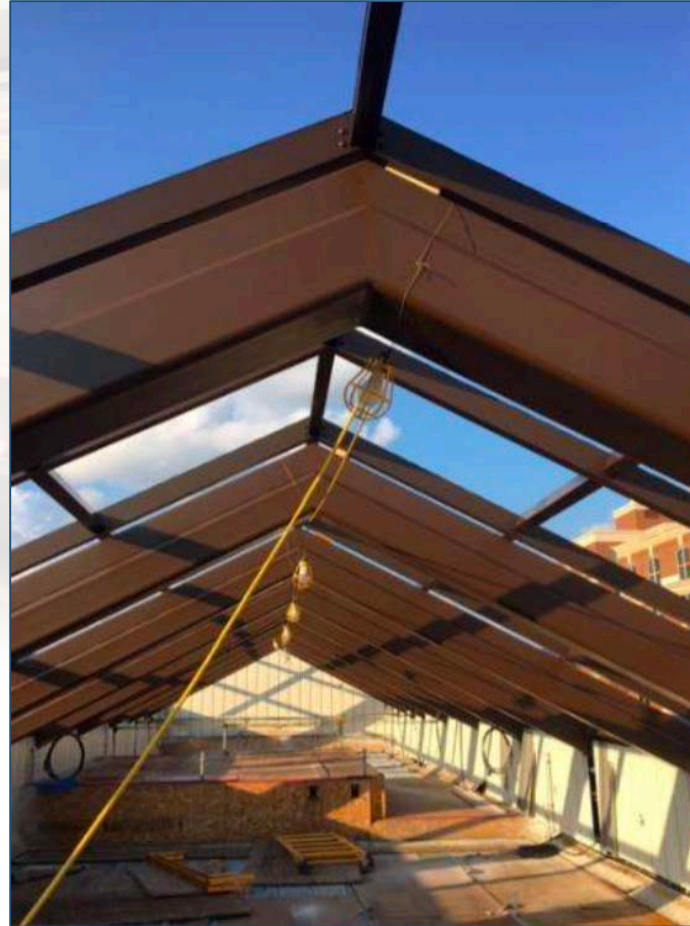


Tactile strip at Braddock Rd Station

Next Blog Post - Preview



New tile at Braddock Rd Station



Skylight frames almost complete at King St-Old Town Station
Glass to be installed this week



Installing new windscreens at Huntington Station

Thank You!



Team at Van Dorn St after finishing installing 19 pieces of granite in one shift