

Customer Experience Improvements

We're making improvements to more than just the platform under your feet

As we reconstruct the deteriorated platforms at the six stations south of Reagan National Airport, we're also making customer experience improvements that will bring a higher level of safety, convenience and communication.

Improved lighting

- New LED lighting to increase brightness and reduce energy consumption and maintenance costs
- LED-illuminated stair handrails

Upgraded platform shelters

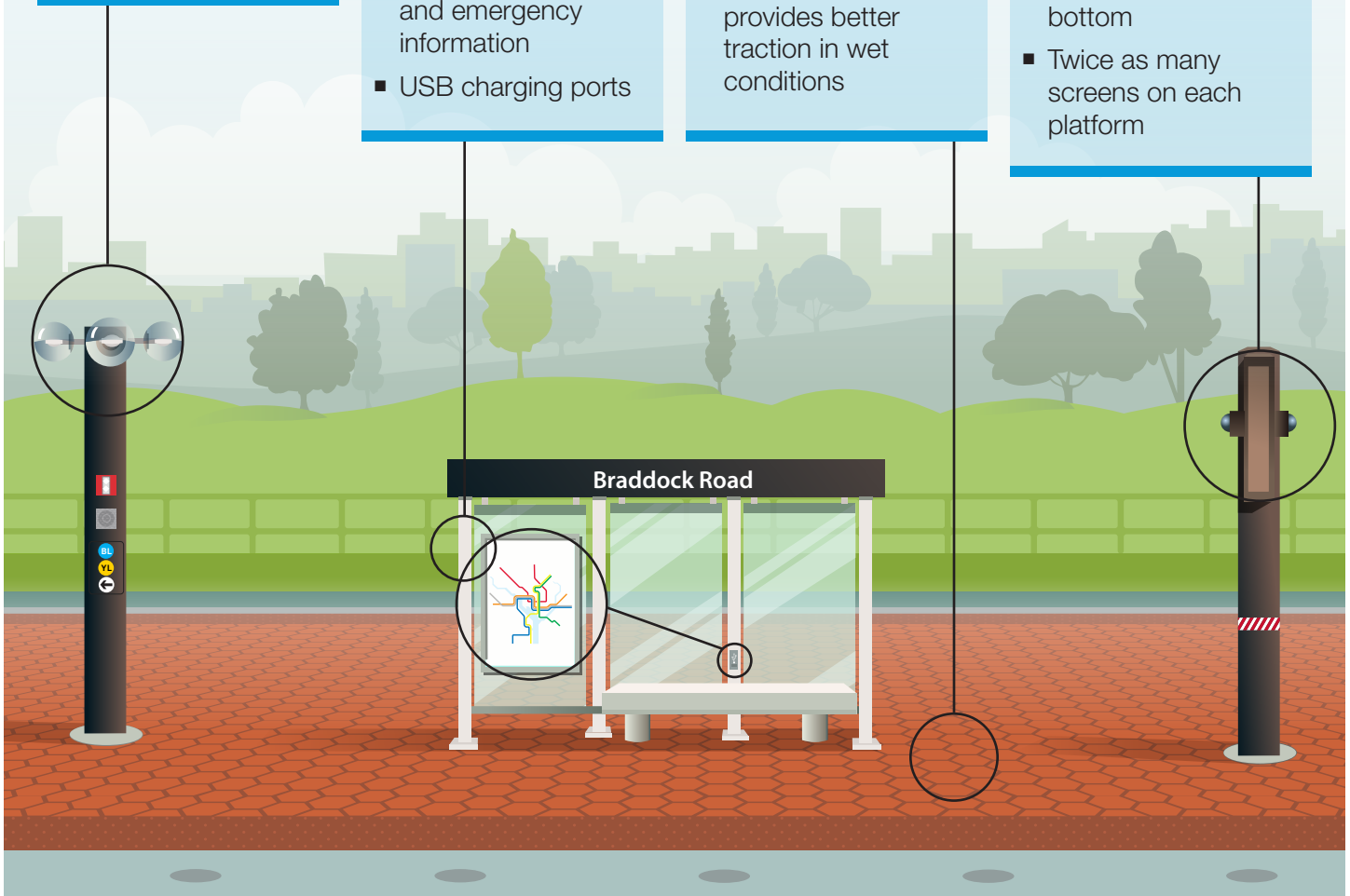
- New stainless-steel platform shelters
- 55-inch digital displays replace static maps and have the capability to display service alerts and emergency information
- USB charging ports

Slip-resistant tile

- New tiles throughout the station, on platforms and inside mezzanines
- The tiles are produced through a process called wire-cutting, which provides better traction in wet conditions

New Passenger Information Displays (PIDS)

- 55-inch digital screens
- Train arrival times will always be visible and service alerts will scroll along the bottom
- Twice as many screens on each platform



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Customer Experience Improvements

Additional improvements to all six stations

- Improved platform speakers and PA system equipment
- New canopy roofing/skylights
- Refinished and new ceiling panels
- New platform surveillance system (CCTV) to enhance customer safety
- New passenger call button to directly contact a Metro staff member
- Station cleaning and painting
- Renovated bathrooms
- Concrete repairs
- New bus shelters
- Fire/life/safety enhancements

Clearer speakers for important announcements

Improved service information

Larger, easier to see screens

Customer intercoms for help or questions

Additional improvements at individual stations

Braddock Rd and King St-Old Town

- Escalator improvements
- Station canopy painting and ceiling improvements

Eisenhower Ave

- Escalator improvements

Franconia-Springfield

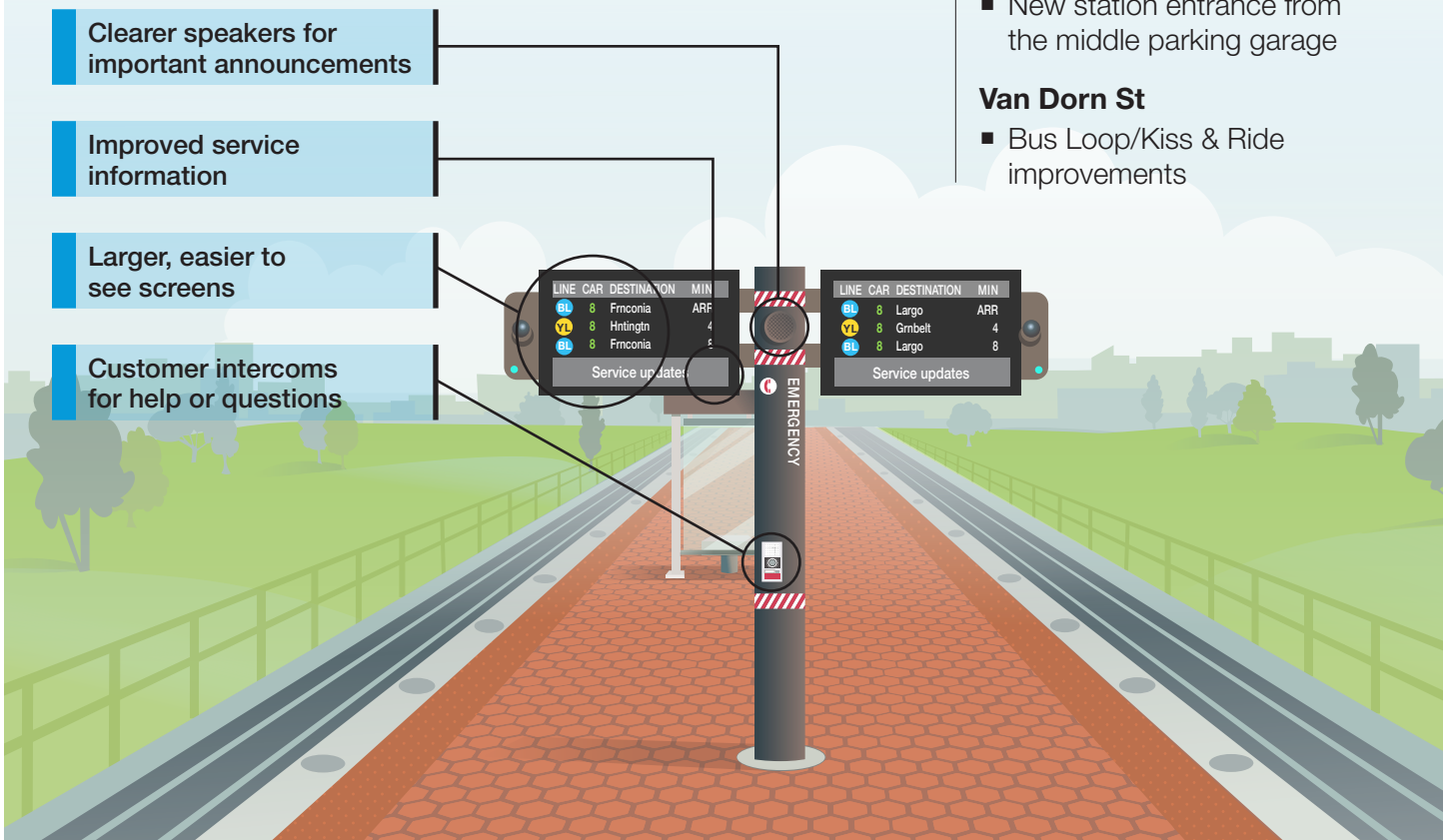
- Pedestrian bridge painting

Huntington

- Escalator improvements
- New station entrance from the middle parking garage

Van Dorn St

- Bus Loop/Kiss & Ride improvements



Visit wmata.com/platformsprogress for more information.



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