

Jennifer Vides Hirsch
Chief Customer Experience Officer













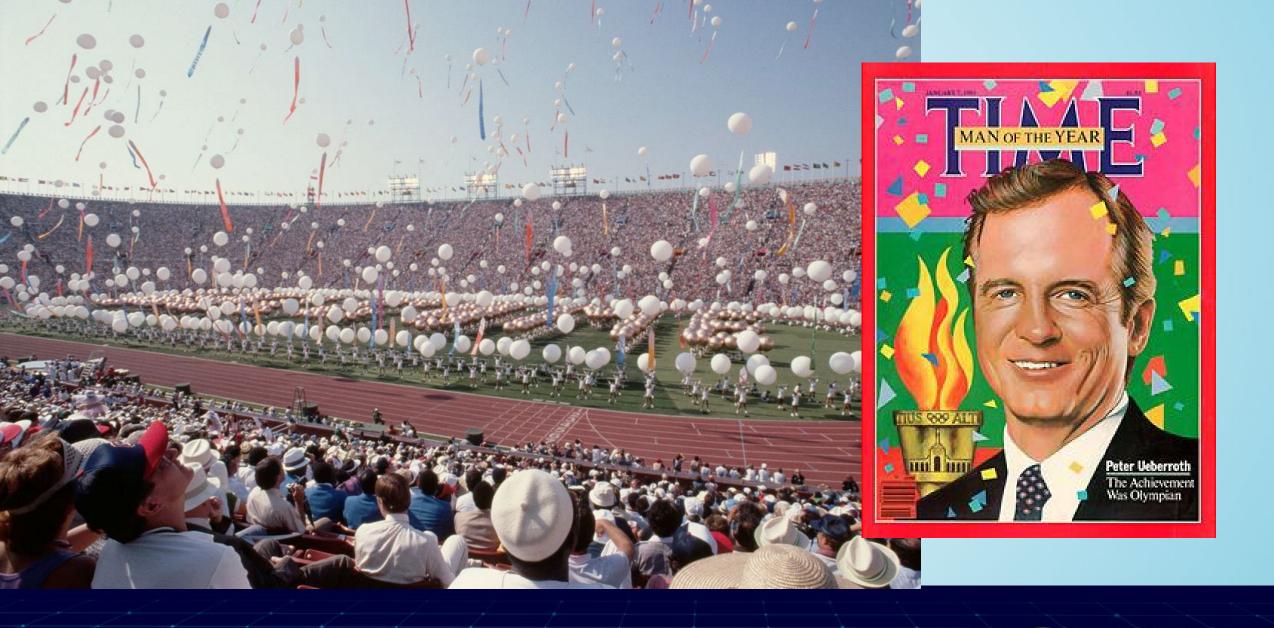




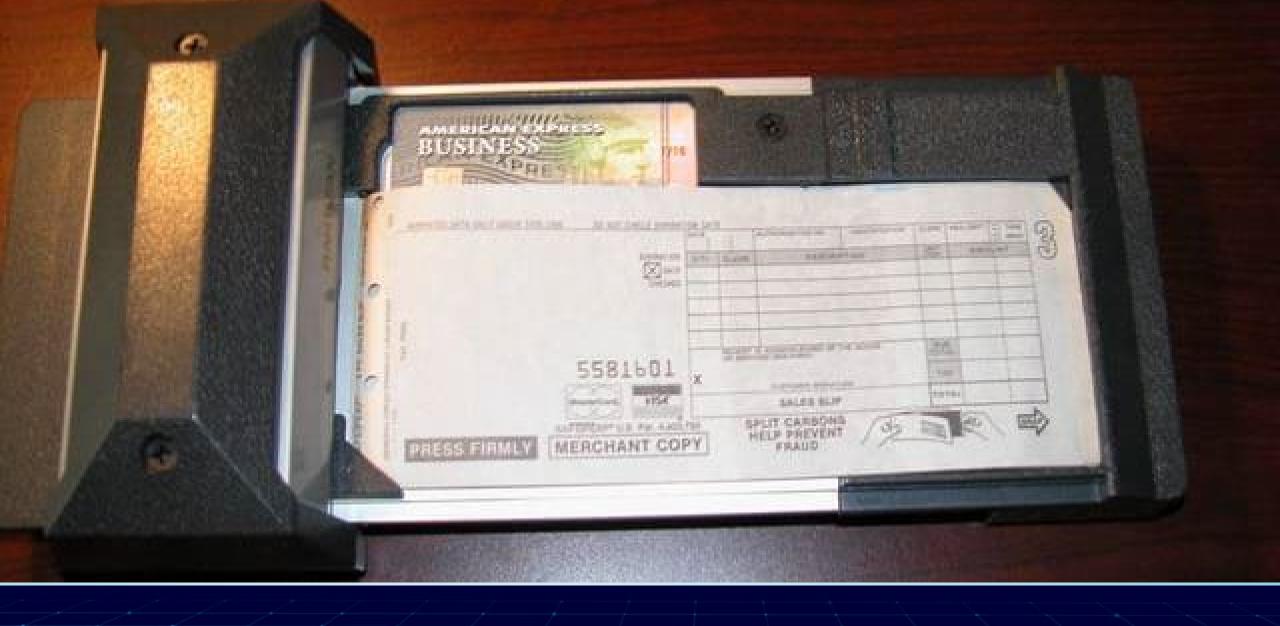






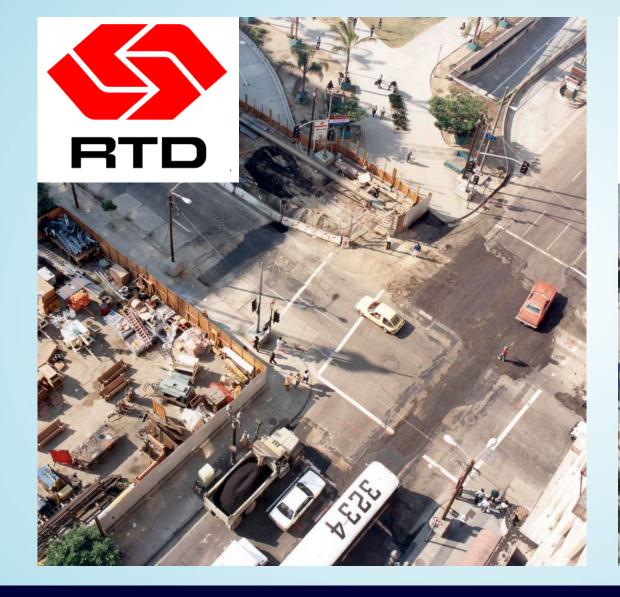






































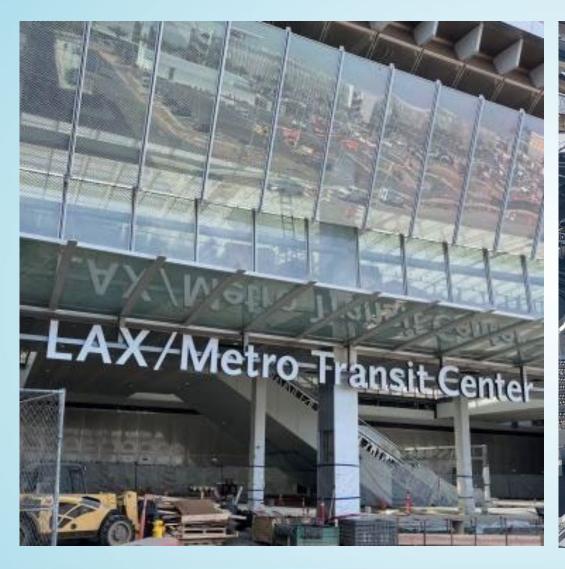




























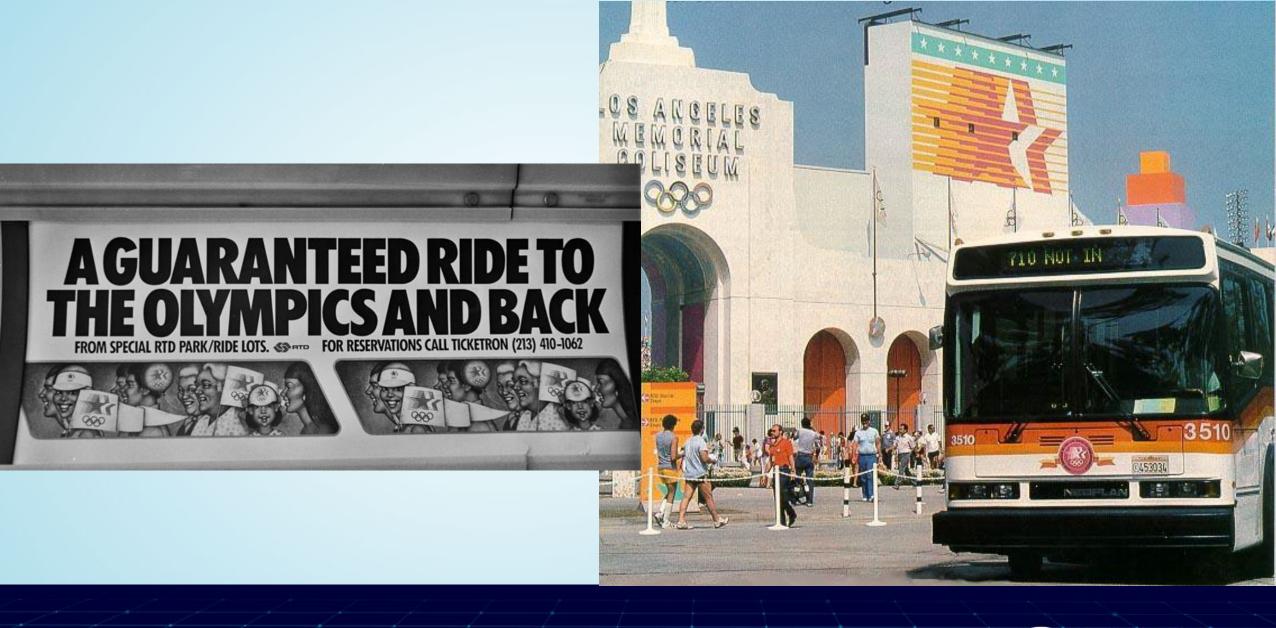








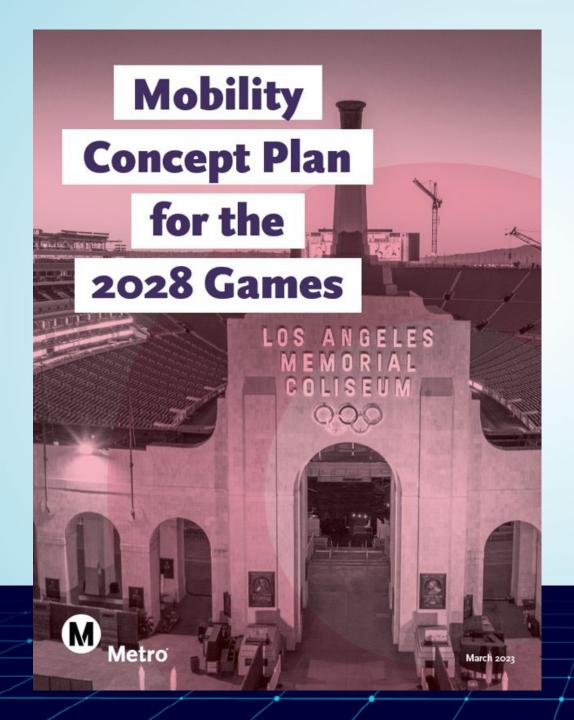












#### 2028 Games MCP Goals:

- Leave a permanent legacy after the Games
- Enable all spectators and workforce to get to the 2028 Games by public transit, walking, or rolling
- Ensure accessibility for all
- Create a coalition of partners



#### **Games Route Network**



**Games Enhanced Transit Sys** 



**Mobility Hubs** 



**Countywide Bus Only Lanes** 





**Key Station Improvements** 



**LRT Speed Improvements** 



Transit to Venue FLM



Payment & CX



Shift Worker











Woman & Child

9-5 Commuter





High School Student

Potential Leisure Rider





**Before Departure** Payment Research Planning & Prepare Consider Deciding Set-Up to Leave Metro Gather self Consider if Learn how Plan a and Set up would ride specific belongings to ride in payment Metro general trip and time











Board and Pass time position to until exit ride

departure

Transfer **Exit** 

Move

Disembark

vehicle

and/or

exit

station

Go from stop from one or station to final vehicle to destination another

**First Mile** 

Go from

origin to

stop or

station location

**Get to Bus/Train** 

**Way-Find** 



Wait

Support

departure



**Get There** 

**Last Mile** 



Seek support from personnel



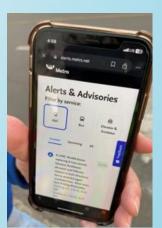






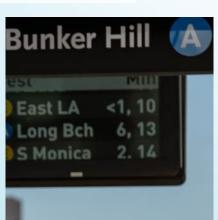






































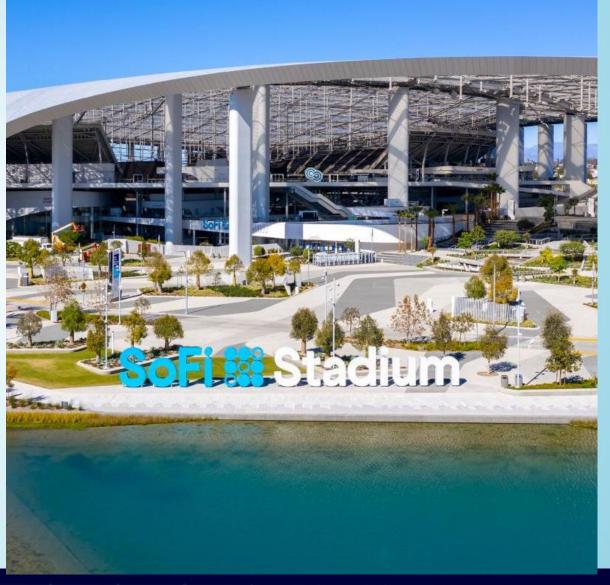














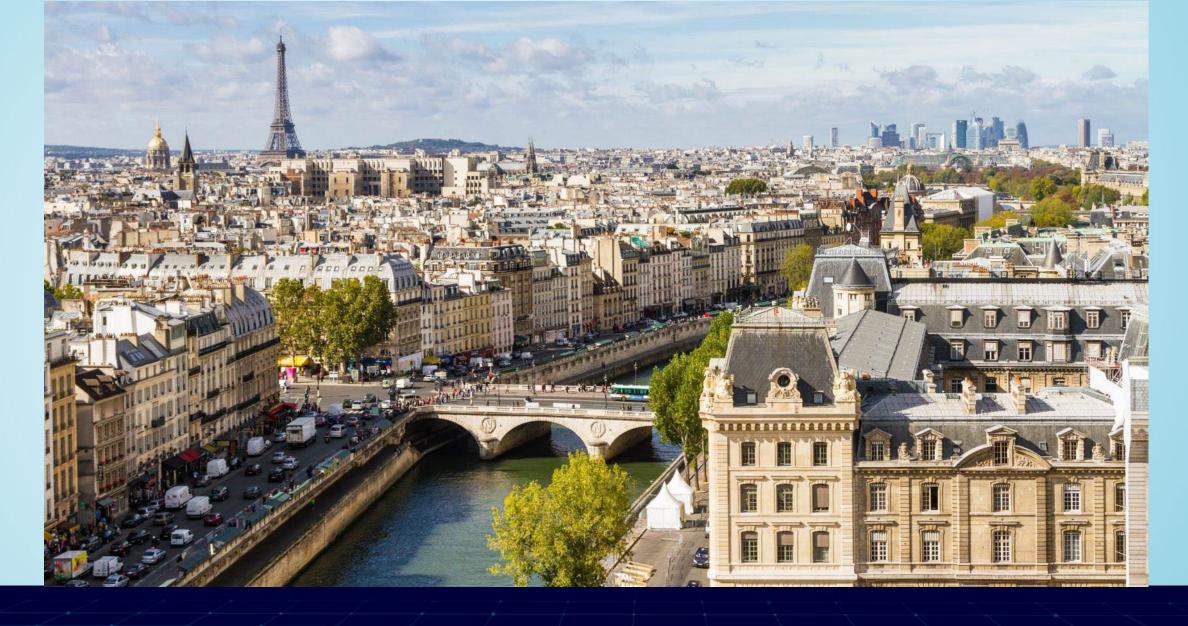






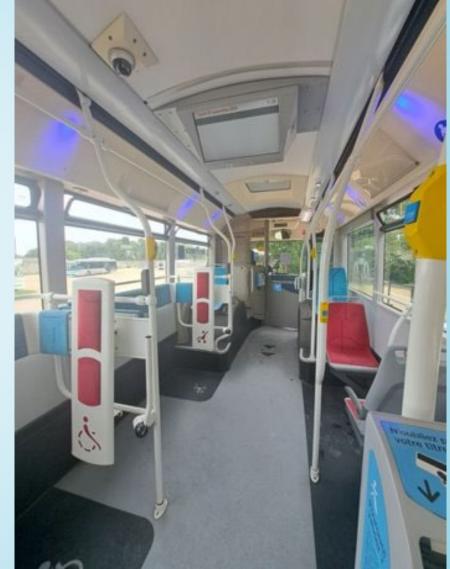




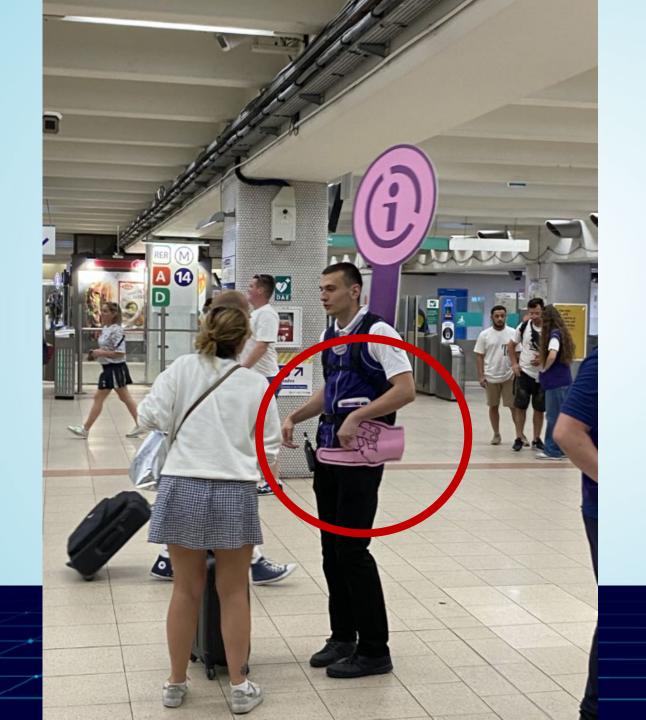


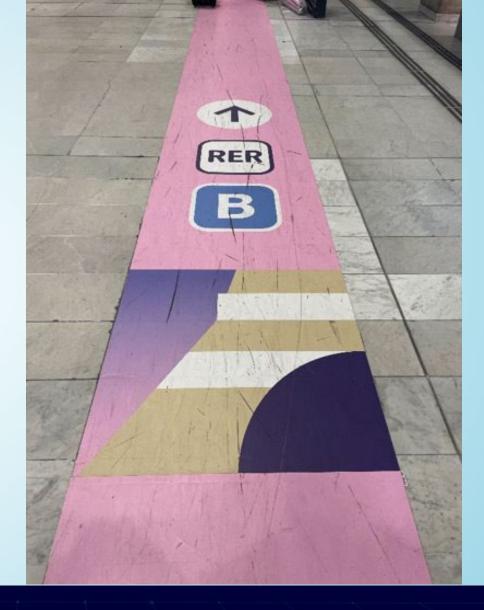




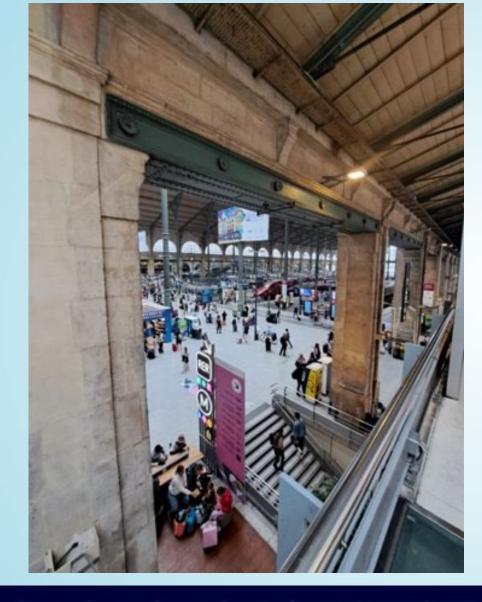






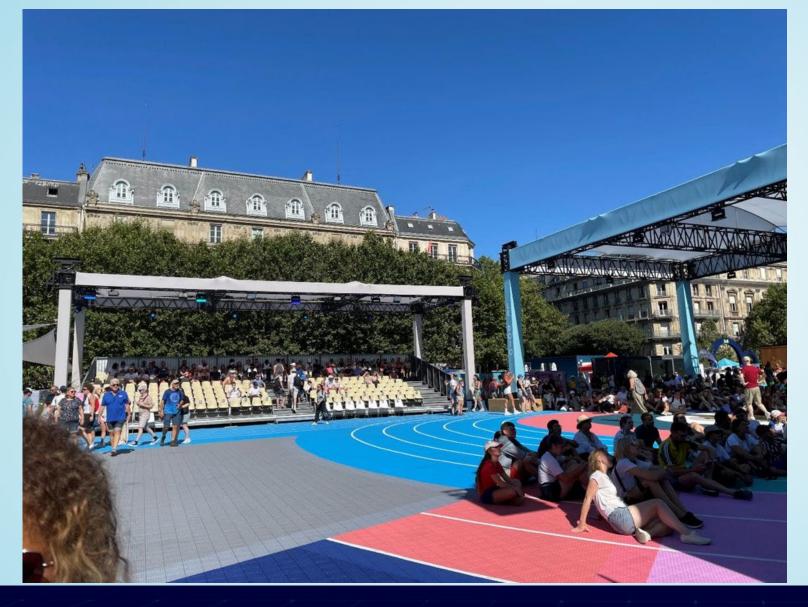


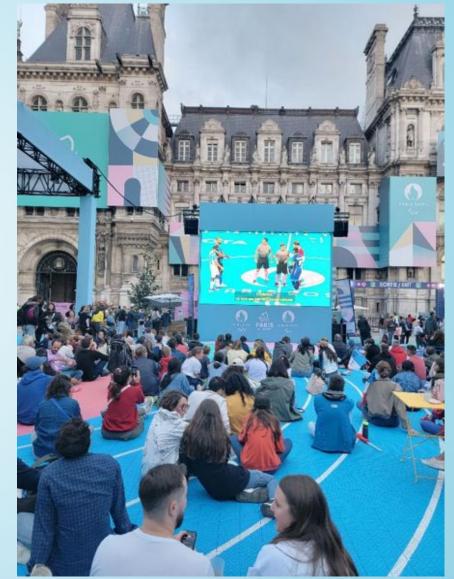




































## How to Ride Metro Rail

Metro rail refers to the A Line, B Line, C Line, D Line, E Line, and K Line. There are 100 stations in the system, each offering connections to Metro bus. Payment of fare requires a TAP card. Regular fare is \$1.75 and is good for 2 hours of unlimited transfers in one direction.



About TAP Buy TAP Pro

Welcome and sign in. Create Account















Pay to board









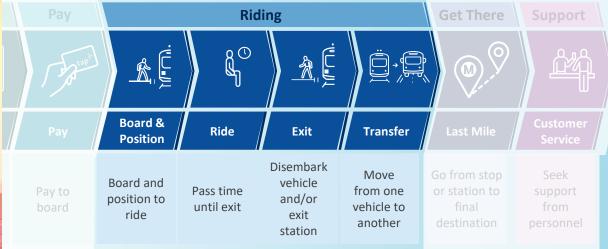
Tap to ride





## Metro Customer Journey





















## THANK YOU!



