

Introducing All Door Boarding



April 1, 2026

Washington Metropolitan Area Transit Authority



May 2026: Metro Launching Systemwide All Door Boarding

Operators to open the rear door whenever:

- At least 5 customers are waiting at a stop
- The operator deploys the ramp for a stroller, wheelchair, or other device
- A customer is exiting from the rear door

Steps to launch:

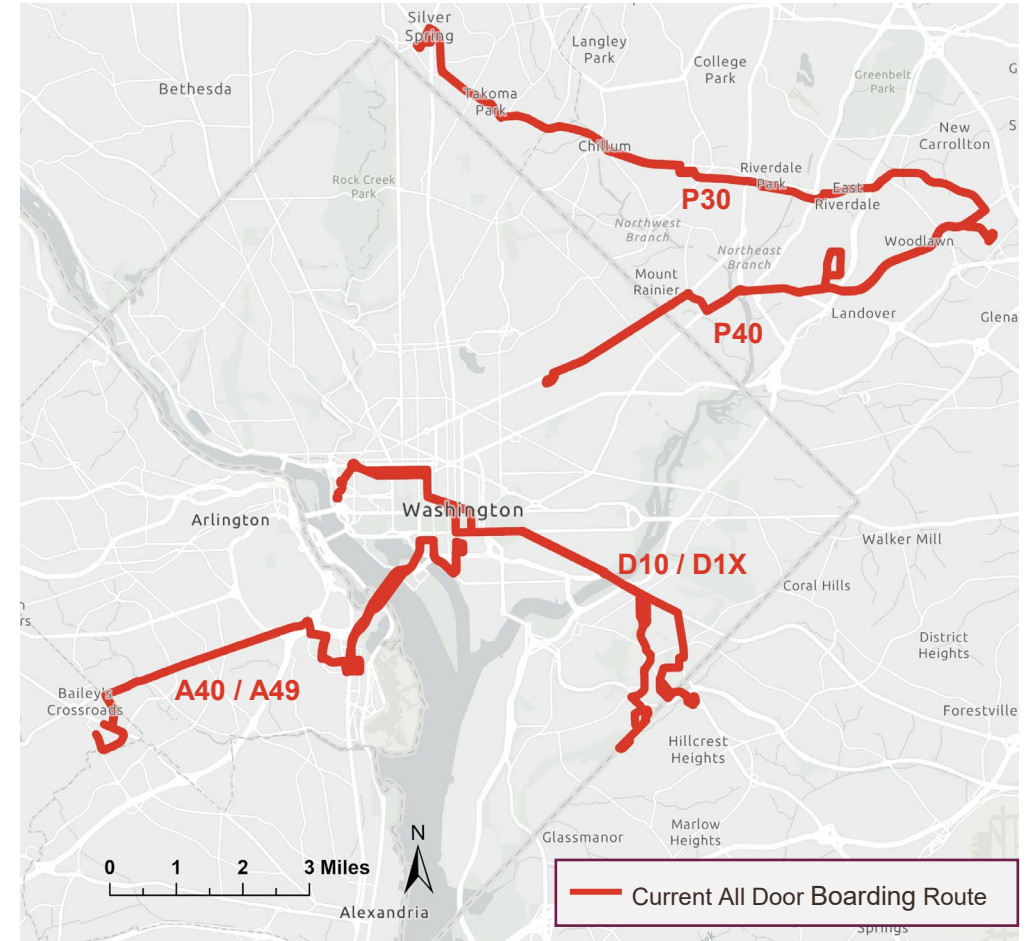
- ✓ All buses have rear door targets installed
- Operators to be notified and trained in April; unions already briefed
- Communications campaign on ADB and fare payment will begin May
- MTPD fare payment campaign continuing



Lessons from All Door Boarding Demonstration

- **December 2023:** all door boarding encouraged on seven routes (six routes after BBNR) using subfleet of buses with rear-door targets
- **September 2024:** Metro completes installation of rear door targets on all Metrobuses
 - Once all buses have rear-door targets, riders on other routes also began using rear doors
- **September 2025:** systemwide, 7% of customers boarded through rear door
 - Adoption rate too small to reduce dwell-time; stymied by low customer awareness

Rear door and front door evasion similar across frequent service network routes



All Door Boarding can speed up buses

All door boarding provides greater benefits as more customers pay, as ridership grows, when ramps are deployed, and as the region embraces Bus Rapid Transit

Dwell time at stops is increasing because of:

- Ridership growth on major corridors
- Stop consolidation
- 13% growth of ADA ramp use 2023 to 2025*
- Increased fare payment as result of MTPD campaigns

All Door Boarding works for peer agencies:

- **San Francisco SFMTA (2014):** 38% drop in average dwell-time per-passenger
- **New York MTA (2009):** Up to 40% lower dwell time on routes with all door boarding



*Open strollers were allowed onboard buses starting in March 2023

Continuing to Improve Fare Payment Rates

Metro is committed to improving fare payment on Metrobus
MTPD's Fare Enforcement Campaign

- 15 officers dedicated to fare enforcement in peak hours
- 43% increase in evasion citations in 2025; Paid boardings up 10% from 2024 to 2025

Metro Message Live: Bus Town Hall, April 28, 2026

- Communicate key improvements and initiatives underway in bus service
- Provide customers with an opportunity to offer feedback and ask questions

Metro “Wall of Fame”

- Marketing and communications campaign to draw positive attention to bus riders who pay their fare
- Casting Call: April 2-16, 2026; “Wall of Fame” to launch May 2026

