



Paris 2024 Lessons Learned Report



Metro

October 23, 2024

Background

- Metro Board Members & Key Metro staff participated in the following activities:
 - Unofficial observations
 - City of Paris tours
 - Meetings with local officials
 - Official IOC observer sessions



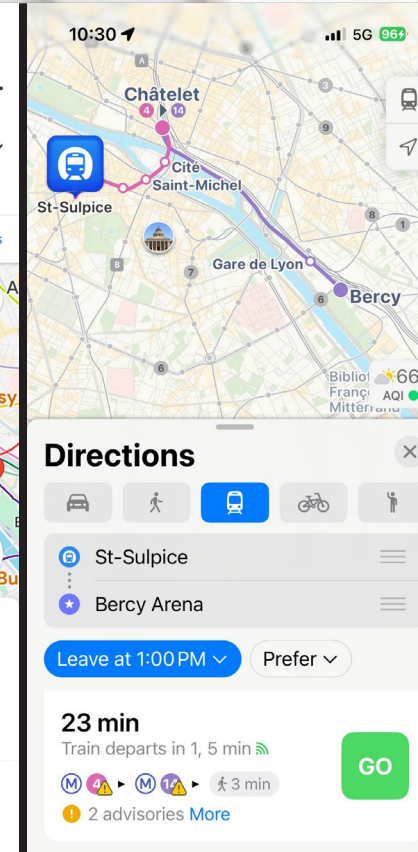
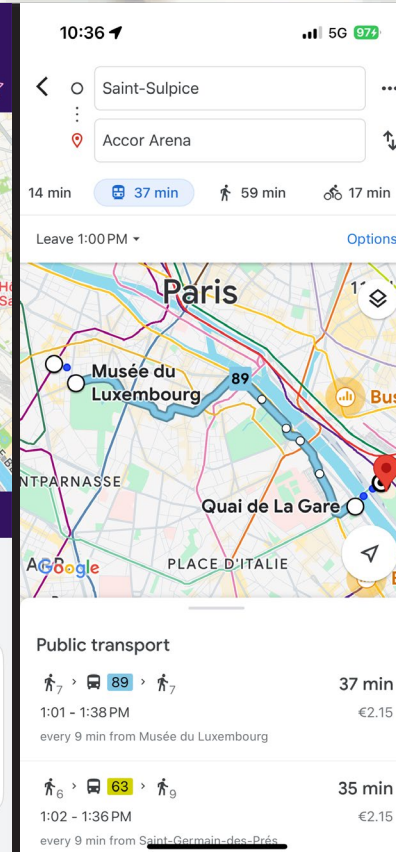
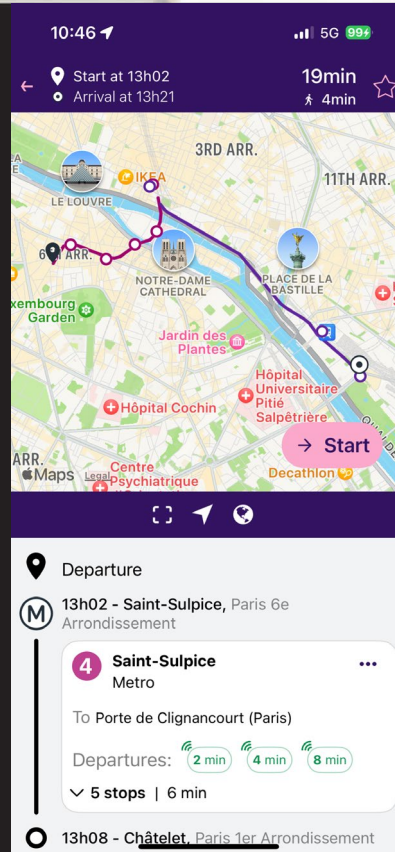
High Level Takeaways: Coordination

- Coordination on event delivery was effective between different jurisdictions
 - Safety/security
 - Wayfinding/messaging
 - Crowd management
- Mobile app information was less consistent
 - > Interagency coordination and coordination with the private sector is crucial to ensure clear and consistent information



Example Journey – Mobile App Data

- Saint Sulpice Station to Bercy Arena
- Friday Sep 6
- 1:07pm – 1:50pm
- Three different apps showed different routes and travel times. Actual 43 minute journey from shop to seat not reflected accurately in any of them.



High Level Takeaways: Security and Staffing

- Law enforcement had a visible presence and people felt safe
 - Volunteers helped fill in gaps and help spectators navigate
 - Security deployment at transit stations was extensive
- > Integrate security and transportation planning early. Establish a unified command structure and identify workforce needs as early as possible.



High Level Takeaways: Live Sites

- Live Sites and open streets made the Games accessible to everyone in Paris and created excitement
- > Live Sites should be accessible by existing public transit and integrated into wayfinding.



High Level Takeaways: Transit and First/Last Mile

- Paris had robust rail capacity and did not rely as heavily on buses
 - Spectators sometimes walked long distances to venues from the nearest stations
 - Active transportation, including open streets, complimented transit
- > Transit customer experience and design are the difference between a good experience and a great one. Planning for heat should be integrated into transportation preparations.



High Level Takeaways: Wayfinding

- Paris24 design was eye-catching and effective
 - Heavy use of temporary materials
 - Signage was at times missing or damaged by the end of Paralympics
- > Wayfinding requires dedicated staff time and coordination in order to be a legacy of the Games.



High Level Takeaways: Accessibility

- No ADA in Paris – stations often lacked elevators and had many stairs
 - Newer stations had accessibility improvements
 - Signage and first/last mile segments were not always designed to accessible standards
 - Expect many customers with disabilities to attend Olympics and Paralympics
- > ADA should be our baseline. Universal Design should be our goal.



Near-Term Actions

- Pilot best practices for crowd flow management at special events
- Create wayfinding and accessibility subcommittees
- Establish a data and digital governance strategy
- Participate in unified transport command center for 2026 World Cup
- Source and pilot cleaning products in existing stations
- Finalize workforce estimates and strategy



Request to 2028 Games Ad-Hoc Committee

- RECOMMENDATION
 - Receive and file.

NEXT STEPS

Publish official report of Lessons Learned incorporating detailed feedback from Board members and staff.