

Station Experience Updates

Throne Restroom Expansion is 100% Complete

Staff is happy to announce that the Board-approved plan to accelerate Throne Restroom deployment across the growing Metro system was completed in time for the FIFA World Cup and the global stage.

Through May and early June, staff completed the remaining Throne Restroom installations across the Metro system:

- Arcadia (A) Station in the San Gabriel Valley
- Expo/La Brea (E) Station in Mid-City
- Grand/LATTC (A) Station in South LA
- Pico (A)(E) Station in Downtown LA
- Lynwood (C)
- LA General Medical Center [J]
- Sepulveda [G]
- Wilshire/Fairfax (D)
- Wilshire/La Brea (D)
- Vermont/Santa Monica (B)
- Expo Park/USC (E)

Thank you to the leadership of CEO Wiggins, Chief Operations Officer Cheung, and the original Unsolicited Proposal pilot under Chief Innovations Officer Reynolds, Throne Restrooms made possible by Metro have now **safely served an unprecedented 940,000 people across 64 locations** served by Metro, with a resilient 3.8 out of 5-star user cleanliness rating, leaving a positive, lasting legacy through early 2029 for the one million riders who use the Metro system each day.

Early Snapshot Shows TAP-To-Exit at Wilshire/La Cienega Corrects Over Half of Station Exits

As part of the Board-approved plan to expand TAP-to-Exit (T2E) across all end-of-line stations with faregates, T2E was placed into operation on the first normal revenue day, May 11, 2026. Preliminary results from recent faregate data show a promising start: T2E is helping to improve fare compliance and access control.

Specifically, in the first full week of available data (5/14 through 5/20/26), the taller faregates at Wilshire/La Cienega Station automatically:

- Inspected 4,256 station exits
- Identified and correctly deducted 2,420 of those exits
- This represents 57% of station exits (or nearly 6 in 10 rides) that were automatically flagged for not tapping upon entry and making the appropriate deduction upon exit

Based on this early data, T2E continues to prove as a helpful tool as part of the entire fare compliance ecosystem, even across stations with the new, taller faregates.

Taller Faregate Activations at Rail Stations in LA City Show Impressive Fare Compliance Gains

Metro previously reported that the LAFD had required the agency to undergo additional third-party testing before approving the use of taller faregates in the City of Los Angeles. Fire departments in other cities immediately approved this enhanced access control measure for stations in Pasadena, El Segundo, and Norwalk. However, the LAFD requested additional/redundant confirmation that they improve egress without compromising safety in the event of an emergency.

TAP has now completed the additional testing LAFD required, and five of Metro's key LA City stations with taller faregates are already showing impressive fare compliance numbers. When comparing the first week of taller faregate activation against the same time the previous month (4/29-5/4 vs 5/27-6/1):

<u>Metro Station</u>	<u>Valid Entries</u>	<u>Add'l Revenue Collected</u>
Westlake/MacArthur Park (B/D)	+280%	+480%
Aviation/Imperial (C)	+220%	+270%
Wilshire/Normandie (D)	+200%	+220%
Wilshire/Western (D)	+150%	+220%
Civic Center/Grand Park (B/D)	+80%	+100%

Taken together, these five LA City Metro stations saw around 30,000 more valid entries, a nearly 200% increase, and a more than 240% increase in collected revenue in the first full week with activated taller faregates.

Trip Hazard at South LA Metro Hub Swiftly Resolved Through Teamwork

Several weeks ago, Transit Ambassadors flagged a safety concern at the busy southern entrance to the A Line platform at Willowbrook/Rosa Parks (A)(C) Station in South LA, which is in the top three busiest stations by ridership, a key transfer hub to LAX Airport and SoFi Stadium and a critical community destination with local buses, Metro Customer Center, Metro Bike Hub, Throne Restroom, nearby medical facilities and retail stores.

In partnership with Corporate Safety, DPS' Care-Based Services Division, and the Division 11 A Line Facilities Maintenance team, three delineators were installed to improve visibility for people crossing the Union Pacific freight and Metro A Line tracks as they enter the station platform.

Late Night Station Inspections Illuminate Metro's Postgame Readiness

While it is important to ensure pre-game arrivals run smoothly, staff also know that people's last impression is their return journey home, which often occurs late at night.

Therefore, teams from Station Experience & Parking Management fanned out across numerous Metro stations, transit centers, and key parking lots to conduct final nighttime inspections, as many FIFA World Cup games will conclude after dark. The objectives of

these inspections were to identify any remaining loose ends, as what staff plans for during the day does not always translate into what is experienced at night.

While there were isolated instances of unwanted behavior, the inspections revealed that the major FIFA World Cup Workstreams and the major campaigns led by the Infrastructure, Maintenance & Engineering team and the Facilities Contracted Maintenance team have achieved systemwide improvements to lighting, safety, and cleanliness across Metro stations and parking lots.

7th St/Metro Center Wayfinding Upgrades Expand to All Station Entrances

As a follow-up to the recent signage upgrades to the Hope St entrance at 7th St/Metro Center, staff received significant encouragement to expand these wayfinding improvements to the remaining entrances on Figueroa St and Flower St. In coordination with LADOT and the LA Conservancy, Facilities Maintenance installed key overhead and eye-level signage to provide key wayfinding to the busiest Metro Rail station in the system, just in time for the FIFA World Cup and the thousands of visitors staying in Downtown hotels. Targeted signage was installed, balancing stakeholder feedback, jurisdictional boundaries, and practical solutions to a longstanding problem.

Rosecrans/I-110 Transitway Station Improvements Completed

Despite the feverish focus and pace of preparing for the FIFA World Cup events, teams also came together as One Metro to expand station safety improvements along the I-110 Harbor Transitway to Rosecrans J Line Station. These safety improvements have been unanimously popular with our Metro J Line riders and South Bay Cities Regional Service Council, where other stations were also recently completed at:

- 37th St/USC [J] Transitway Station
- Slauson [J] Transitway Station
- Manchester [J] Transitway Station

Station improvements included:

- Replacing outdated benches with modernized seating and leaning rails
- Removing large partitions that created hiding areas for unwanted activity
- Relocating map cases to more approachable areas
- Repainting of station surfaces including bollards, walls, and elevator structures
- Adding key wayfinding signage to support the Metro J Line BRT service