

## Station Experience Updates (December 2025)

### ***Expo/La Brea Plaza Safety & Cleanliness Improvements Taking Shape***

As a joint effort to address concerns raised by riders, DPS, and recent station evaluations, Facilities Maintenance successfully removed the problematic original benches that had attracted non-destination riders and replaced them with refreshed seating directly where riders wait for connecting buses.

A recent site visit to the station revealed that inappropriate activity had been successfully addressed by removing plaza seating from hidden areas and replacing it with more visible, closer seating to connect bus riders on the plaza.

### ***Over 7,200 Voters Cast November Ballots Across Nine Metro Stations***

Continuing the success of the past election held in November 2024, where over 5,300 ballots were collected across nine different Metro stations, Station Experience continued its partnership with the Los Angeles County Registrar-Recorder/County Clerk's Office (RR/CC) to expand voting access for persons who use or live near Metro stations for the recent November 2025 Special election. In this recent election, a total of **7,236 ballots were collected at Metro stations, representing a 26% increase** in ballots collected throughout the nine Vote-By-Mail Drop Boxes across the Metro system.

Providing Metro riders and nearby constituents the opportunity to cast their vote at Metro stations activates Metro stations with synergy, bringing more value to the communities Metro serves by expanding voter access and improving natural surveillance around Metro stations. As with past elections, these Drop Boxes were strategically placed in unpaired areas, in clear view of CCTV cameras, and designed to deter tampering.

### **Metro Vote-By-Mail Drop Box Results**

1. El Monte Bus Transit Center: 690 ballots, +52% increase
2. Harbor Gateway Transit Center: 503 ballots, +15% increase
3. Harbor Freeway C & J Lines: 396 ballots, +59% increase
4. Hollywood/Western B Line: 1,741 ballots, +13% increase
5. North Hollywood B Line: 784 ballots, No change
6. Norwalk C Line: 1,164 ballots, +57% increase
7. Union Station: 541 ballots, +32% increase
8. Westlake/MacArthur Park B & D Lines: 186 ballots, +68% increase
9. Wilshire/Vermont B & D Lines: 1,231 ballots, +4% increase

### ***Partnership with City of Arcadia Leads to Safety & Cleanliness Improvements***

Local Government Relations staff have helped coordinate productive conversations with several cities along the A Line North Foothill Extension, including with City of Arcadia officials, to bring incremental improvements to the Arcadia A Line Station and its city-owned outdoor plaza. Post-pandemic challenges had led to an increase in inappropriate activity at this station, much of which stemmed from loitering in and around the area.

As a result, staff worked with the City of Arcadia to coordinate interventions to help inspire appropriate behavior, including:

- Open elevator doors in the station parking structure, which has improved safety and cleanliness
- City of Arcadia deployment of their eCam CCTV and lighting beacon on their plaza to improve monitoring and deter inappropriate activity
- Environmental improvements were added to this station to provide a calming environment designed for short-term waiting for the next train departure

***90% Drop in Loitering After Mini-Makeovers on I-110 Harbor Transitway***

Staff previously shared the recently completed mini-makeovers at three J Line stations along the I-110 Harbor Transitway, including Manchester, Slauson, and 37th St/USC.

This had included a survey of over 100 bus riders that found:

- 98% said they feel safer or much safer
- 99% said the station feels cleaner or much cleaner
- 78% have noticed reduced loitering at the station
- 98% said they want these improvements at more Metro stations

In addition to feedback from Metro riders, the Station Experience team also checked with Metro's Custodial Services team, which oversees daily cleaning and upkeep of these stations. Their recent feedback reinforced the safety improvements staff heard from riders, including their observations of a 90% reduction in loitering at these three mini-makeover stations, attributing the success to the tactical intervention efforts that included:

- Removal of decorative partitions that created hiding areas for illicit activity
- Upgrading of seating benches and addition of leaning rails that improve short-term waiting
- Brighter lighting and environmental improvements
- Throne Restroom installed at Slauson [J] Station
- Closure of problematic, non-functional skybridge on south end at Slauson [J] Station

The custodial team is very appreciative of these efforts of opening up the sight lines and adding other interventions throughout the station, better facilitating their job duties to create a cleaner and safer environment.

***Site Visits with Pasadena Officials & Key Stakeholders to Maintain Safety & Cleanliness at Fillmore & Lake Stations***

In late January, Local Government Relations staff coordinated a multiagency site visit that included staff from Station Experience, DPS, and Civil Rights to both the Fillmore and Lake A Line stations in Pasadena. Historically, both A Line stations have been two hotspots for addressing community concerns stemming from societal challenges.

At Fillmore Station, the train platform was safe, clean, and free of loitering, as the recently installed ambient classical music has helped to reinforce appropriate activity on

the platform. However, some of the issues persist nearby, including the City of Pasadena and the station/joint-use parking structure, which is privately managed. Metro staff shared best practices on potential interventions that have been effective as part of an overall multi-pronged approach that could extend the safety benefits to the surrounding community. This included recalibrating environmental improvements and the potential addition of a Throne restroom here to address cleanliness concerns observed just outside the station, which are used by Metro commuters.

At Lake Station, attendees included Metro staff from Station Experience, Local Government Relations, DPS, Facilities Maintenance, Caltrans, LASD, City of Pasadena officials, Pasadena Outreach Response Team (PORT), and Supervisor Barger's staff. During the site visit, the train platform again was safe, clean, and free of loitering, thanks to the many interventions completed to secure the paid boundary of the station, including:

- Taller faregates
- Environmental improvements
- Brighter lights
- Securing underutilized areas

However, evidence of societal challenges persists in the unpaid area, and territories under the Caltrans and the City of Pasadena jurisdictions. With the local Pasadena Playhouse BID leadership also in attendance, critical insights were shared for discussion amongst all responsible stakeholders, with further discussions underway to extend potential improvements to the topside entrance to extend the safety and cleanliness benefits beyond just Metro's train platform.