

## Station Experience Updates (February 2025)

### *Union Station Receives TAP-to-Exit and Passenger Circulation Improvements*

Metro Rail ridership continues to rebound to nearly 70% of pre-pandemic levels, and peak-hour crowds are returning to Union Station for connections to Metrolink, Amtrak, and other partners. As such, staff is also seeing a return of crowding between passengers entering and exiting near the faregates, as the tendency is to “hug the corner,” which leads to people running into each other. A solution widely used across world-class metro systems, including in London and Paris, is to facilitate a “two-way street,” with one side for entering the station and the other for exiting.

Preliminary faregate data (comparing one week prior to one week after) illustrates significant improvements to the station circulation on the concourse, including:

- Station **exits through the underutilized south turnstiles have jumped 130%**, representing nine in ten turnstile exits now funneling through the appropriate turnstiles
- Station **exits through the wider ADA faregate have dropped 31%**, helping to free up access for its intended purpose of serving customers with disabilities, bicycles, and strollers
- Security and law enforcement can better identify and address fare evaders and trespassers with a consistent, directional flow

This improved station flow paves the way for the Board-approved TAP-to-Exit program to expand to Union Station starting from mid to late February 2025. The TAP-to-Exit startup will incorporate an equitable and education-first emphasis, with onsite LIFE signups available. Staff expects to see an improvement in safety, cleanliness, and customer satisfaction, consistent with results seen at North Hollywood and Downtown Santa Monica, as part of this access control initiative through fare compliance.

### *Safety Improvements Begin at Pershing Square Outdoor Plaza*

Following the recent walkthroughs conducted across Metro departments and law enforcement partners, Metro Operations crews have begun work to implement quick-build interventions that will support security and law enforcement partners to deter open-air drug use and other inappropriate activity that is spilling onto the Metro station plaza at Pershing Square’s 5<sup>th</sup>/Hill station plaza.

While the indoor portion of the station remains clean and safe following the lighting upgrades and classical music implementation, the outdoor plaza continues to see persistent illicit activity stemming from the opioid epidemic surrounding Skid Row. LAPD has also noted that 5<sup>th</sup> Street is a frequently traveled corridor with prolific drug activity between Skid Row and the Public Library, which unfortunately places the Metro station at the midpoint between the two destinations.

Last month, Metro Operations crews began the following tasks:

- Facilities Maintenance installed property markers and signage to clearly denote Metro property and City right-of-way to support officers who educate and enforce individuals engaged in illicit activity
  - Staff have previously completed this on the outdoor plazas at Hollywood/Highland and Westlake/MacArthur Park stations, where both locations have seen a substantial improvement in safety and cleanliness
- Traction Power installed brighter lighting throughout the outdoor plaza, which will improve natural surveillance and deter inappropriate activity
- Facilities Contracted Maintenance graffiti abatement crews are staying on top of plaza vandalism adjacent to the sidewalk
- Removal of damaged, abandoned payphones that no longer work