

Station Experience Updates (October & November 2025)

Sherman Way Station's Safety & Cleanliness Improvements Hold Strong

As previously reported, the area in and around the Sherman Way Station, including the East Parking Lot, was flagged by LAPD and local community members as being a “hot-spot” for loitering and illicit activities. Encampments, broken fences, and trespassing onto the G Line busway were creating hazardous conditions for both patrons and bus operations.

In addition to the cleanup efforts and fence repairs, staff have also installed environmental improvements, similar to those found in other Metro stations with parking lots, that encourage the appropriate use of the area and make the recent cleanup efforts and repairs more resilient.

Environmental Improvements Expand to More Stations

Staff have been working with Communication Systems and ITS to expand this improvement to more stations. In October, crews were able to successfully expand this program to the following locations:

- Sepulveda [G]
- Balboa [G]
- Roscoe [G]
- Chatsworth [G]
- Slauson/I-110 Transitway [J]
- Cesar Chavez Pavilion (Union Station East)
- USG Loading Dock and Emergency Exit Stairwell

Staff will be revisiting these stations in the future and engaging with riders and frontline employees to evaluate improvements to these locations.

Piloting Seattle's Elevator Odor Mitigation Program at Metro's Legacy Elevators

Last month, several members of the Station Experience (SX) presented their latest work at the annual [Northwest Transit Exchange](#) conference in Seattle, which is a two-day regional conference started by and attended by local transit agency staff from Seattle, Vancouver (Canada), Portland, San Francisco, Los Angeles, and other West Coast regions. The conference addresses relevant challenges and innovations in public transit along the West Coast.

As part of the exchange, SX learned of Sound Transit's Vertical Conveyance team's latest program to combat the persistent urine scent inside their station elevators by employing a commercial-grade odor neutralizer (fragrance-free to minimize allergy triggers) that disperses on a timer. They have received positive feedback from their frontline personnel (security, custodians, ambassadors) and directly from riders. During routine servicing, their maintainers have received emotional responses from passengers using the elevator, expressing their gratitude for being cared for and their comfort.

In mid-November, SX convened with the Vertical Transportation team to review feasibility and potential installation locations. They will be deploying the system at several of Metro's legacy elevators that lack open-door capabilities and have been known to experience persistent odors, including the outdoor plaza elevator at Pershing Square.

The team is evaluating this effort through Transitional Duty employees who already provide elevator attendant duties at some of the legacy stations. They have begun monitoring odor levels during their shifts so that staff can establish a baseline comparison as they continue with this pilot.

Real-Time Arrival Displays Return to Slauson/I-110 Transitway Station

Following the successful J Line mini-makeover safety and cleanliness improvements, crews returned to these stations to restore previously vandalized equipment, like the real-time arrival displays for waiting passengers. Despite repeated repairs, vandals repeatedly tampered with the equipment, causing tens of thousands of dollars in damage and degrading the customer experience for J Line and other bus riders. Through a review of CCTV footage and onsite visits, the Station Experience team identified a root cause: benches directly underneath these displays, which invite easy access to the enclosure and allow break-ins.

With the newly relocated and upgraded bus stop seating area, crews have reinstalled these displays and repaired damaged power and data feeds, which have now been a welcome sight for our bus riders. These improvements will continue along the J Line to return working real-time displays along the entire I-110 Harbor Transitway corridor.

Joint Walkthrough Held to Address Concerns Around Patsaouras Bus Plaza

In December, the Department of Public Safety (DPS) informed Station Experience staff of reports of security concerns in and around Patsaouras Bus Plaza at Union Station East. Despite being on the footsteps of the Gateway Headquarters, there are many areas around the bus plaza's arroyo passageway that invite unwanted activities like loitering and drug use. This week, multiple walkthroughs were held with DPS, Building Services, and ITS to discuss potential improvements to the area's safety and cleanliness. Items discussed included new CCTV cameras and PA speakers to support security efforts across Union Station's expansive footprint.

By restoring appropriate activity to this passageway, staff can encourage more riders to use this arroyo passageway to walk and roll underneath the bus plaza roadway to connect between LAX FlyAway, Greyhound, local buses, and all train connections inside Union Station, which can help improve bus service and roadway safety by reducing conflicts at the plaza level crosswalk.