

Station Experience Updates (May 2025)

Firestone Station Rider Survey Indicates Over 95% Support for Upgraded Faregates

Following TAP's completed installation of the initial pilot of taller faregates at both Firestone and Lake A Line stations, data shows a significant improvement in fare compliance and a corresponding reduction in customer-reported incidents on Metro's Transit Watch app, when compared to the same time last month:

- Valid entries have jumped +188% at Firestone Station and +62% at Lake Station
- TAP Vending Machine transactions have jumped +52% at both stations
- LIFE (Low Income Fare is Easy) entries have jumped +250% at Firestone Station and +45% at Lake Station, signifying the effectiveness of onsite LIFE enrollments
- Customer-reported incidents on Transit Watch have dropped -78% at both stations

Further, staff have been conducting on-site, bilingual passenger surveys at Firestone Station to hear from riders about their reactions to the new faregates. Over 100 passengers completed the survey across multiple days in April 2025.

- Nine out of 10 surveyed reside within the station's zip code, and 95% are BIPOC
- 98% stated the upgraded faregates make their experience entering and exiting the station better, and that the upgraded faregates make the station feel cleaner
- 97% stated the upgraded faregates make them feel safer, and that the upgraded faregates are increasing their safety while waiting on the platform and riding the train
- 97% stated the upgraded faregates are making more people pay their fares, and they want to see upgraded faregates installed at more Metro stations

Throne Bathrooms Expand to More Stations with Over 200,000 Uses Recorded

As part of the Board-approved expansion plan for safe, clean, free-to-use Throne Bathrooms, staff are continuing to deploy to four more stations this month, now totaling 20 stations with Throne access.

- On Thursday, April 24, bathrooms were added to:
 - Chinatown A Line Station
 - Culver City E Line Station
- On Thursday, May 1, bathrooms were added to:
 - Memorial Park A Line Station in Old Pasadena
 - Vermont/Sunset B Line Station in East Hollywood-Los Feliz

Following the Board-approved expansion plan, Metro continues to roll out about five new Throne Bathrooms every three months. Up to 50 units will be in place by the World Cup in Summer 2026 and 64 units by early 2027.

Vermont/Athens Station Gets Fresh Coat of Paint

As part of the C Line Painting Campaign led by Facilities Maintenance, the entire Vermont/Athens C Line station recently received painting upgrades. For the past several quarterly Station Experience inspections, this station received a No-Pass score for the Appearance subcategory, with persistent graffiti applying downward pressure on the station conditions and ratings. As a result, Facilities Maintenance prioritized this station to comprehensively address this station's equipment, including columns, walls, seating areas, fencing, and more, as part of this effort. The Facilities Maintenance Painters team will continue work throughout the C Line to address areas at stations and improve the aesthetic conditions.

Furthermore, staff have been working with LA County and Caltrans to repair freeway overpass lighting directly outside the station entrance. While staff have made substantial lighting upgrades within this Metro station, the areas outside of Metro's jurisdiction are substantially darker, likely due to ongoing vandalism and damage to public streetlight infrastructure. Staff are continuing to follow up with the appropriate jurisdiction to make the necessary repairs to extend the safety improvements for Vermont/Athens customers and frontline employees.

Smart BikeLink Lockers Bring +200% Jump in User Growth

Metro has long supported First/Last Mile solutions, including bike parking at Metro stations and bus transit centers. The Bike Locker program was created years ago to provide a more secure bike parking option. Prospective users can apply to rent an individual bike locker for six months at a time.

In recent years, however, staff have learned that the previous configuration may not be best aligned with maximizing this amenity to Metro's customers. While a semiannual rental agreement may have better aligned with pre-pandemic travel behavior, staff know that many users now commute on a hybrid schedule and do not require monthly access. Further, Metro's law enforcement partners have also found these lockers to sometimes be misused for illicit activity, such as the storage of drugs and other paraphernalia. There have also been previous reports that the original lockers were routinely being broken into and misused at many stations along the G Line Busway in the San Fernando Valley.

With these opportunities in mind, the Parking Management team has been phasing in a successful, new generation of [BikeLink lockers](#) with upgraded features to expand access and improve safety:

- Applications are no longer required, as users can now register on-site or through the mobile app
- New daily bike parking options starting at \$0.75 for 12 hours
- Security cameras inside each locker to ensure appropriate use, with direct feed to the Security Operations Center
- Sloping, dome locker roofs deter inappropriate activity around the bike lockers

As a result, unique user growth has skyrocketed by over +200%, from 140 users to over 430 users (and growing). Furthermore, bike locker utilization and turnover have substantially increased, ensuring that more users have access to their dynamic mobility needs, rather than lockers being monopolized by long-term storage and infrequent usage.

These new bike lockers are now at 27 different stations (and more on the way), including:

- Florence
- Arcadia
- APU/Citrus College
- Union Station
- Wilshire/Western
- Vermont/Santa Monica
- El Segundo
- Crenshaw/I-105
- Lakewood
- Norwalk
- Mariachi Plaza
- Soto
- Atlantic
- 17th St/SMC
- La Cienega/Jefferson
- Expo/Bundy
- Harbor Gateway Transit Center
- Reseda

Pasadena A Line Stations Receive Customer-Facing Improvements

In recent weekends, staff have been replacing A Line trains with bus shuttles to complete system maintenance in the Pasadena area. While this critical work is often behind the scenes, staff are also trying to use these opportunities to complete other improvements while the stations do not have active train movement.

With the Club World Cup coming to Pasadena's Rose Bowl later this summer, staff have been preparing for incremental improvements from Memorial Park Station to the nearby Rose Bowl Shuttle, in partnership with the City of Pasadena. Rose Bowl events often conclude late into the evening, when a lack of lighting can be a concern. As a result, the Traction Power crews were able to install supplementary overhead lighting to help brighten the entire station walls and pillars.

Staff have also been partnering with the City of Pasadena on a sustainable solution to the dilapidated clock face at Lake Station, which has had longstanding maintenance challenges attributed to the mechanical failure and precarious placement over the I-210 Freeway and active A Line tracks and high voltage wires. Further, the clock has not proved a useful function in the past 10 years, as 95% of rail riders now own cell phones,

so staff have installed digital time displays throughout the station. Lead Architecture and Facilities Maintenance worked together on a tactical, “bottle cap” solution that now attaches to the clock face with the Metro logo, so that the tower can be repurposed as a wayfinding beacon to this station from a distance.