

## Station Experience Updates

### ***New Throne Restrooms Arrive This Week with More Positive Reviews***

In February, the Station Experience team worked with Throne to add eight more restrooms to the Metro system, bringing the total to eight public restrooms this month. The Station Experience team remain on an accelerated track to complete up to 64 units in time for this summer's World Cup matches.

Staff have been completing this project under the "One Metro" approach, collaborating with a number of Metro departments, both within Gateway and with our frontline employees, to ensure our stations align with community and core business needs.

In February 2026, new Throne Restrooms were installed at the following locations:

1. Florence (A)
2. Mariachi Plaza (E)
3. Cesar Chavez Bus Pavilion / Union Station East (A)(B)(D)[J]
4. Balboa [G]
5. Hollywood/Western (B)
6. Westwood/Rancho Park (E)
7. Downtown Inglewood (K)
8. Avalon (C)

In March 2026, eight additional Throne Restrooms were installed:

1. Aviation/Century (C)(K) – a key World Cup hotel station
2. Hawthorne/Lennox (C) – a key World Cup shuttle station
3. Historic Broadway (A)(E) – providing added restroom capacity one stop from Little Tokyo/Arts District (which is the busiest Throne in North America)
4. Jefferson/USC (E) – a key LA28 station next to the Galen Center
5. 17th St/Santa Monica College (E)
6. Heritage Square/Arroyo (A), next to Metro's Lost & Found Office
7. Glendora (A)
8. Pershing Square (B)(D) at 4th St North Entrance near Grand Central Market & Angels Flight

Reaching the 50th Throne milestone means we have completed **nearly 80%** of our goal of 64 Throne units before this summer's World Cup games. Metro remains on schedule to meet this unprecedented task, where clean and safe public restrooms were nearly non-existent just several years ago.

Throne Restrooms made possible by Metro have now served over 700,000 people across the transit network, with a resilient 3.8 out of 5-star user cleanliness rating. The latest Metro Stations with Restroom Access map can always be accessed at [metro.net/restrooms](https://metro.net/restrooms).

### ***Key Stations Receive Refreshed Paint in Preparation for This Summer's Events***

Facilities Maintenance Painters have been fanning out across the Metro system to repaint key stations as part of a renewal campaign to prepare for Metro's major events on the global stage, including this summer's FIFA World Cup and the return of Dodgers baseball.

### ***Sierra Madre Villa Sees 50% Jump in Paid Entries After Eliminating Emergency Swing Gate Abuse***

During the previous phase of taller faregate expansion led by TAP, Sierra Madre Villa (A) was one of the selected stations, with fare evasion among the selection criteria. While this station served as the terminal for the Gold Line from 2003 through 2016, it has now evolved into an intermediate station as the Foothill Extension has extended the line towards Azusa and Pomona. This station used to consistently see full parking utilization in its multilevel parking structure, but now sees reduced demand because many riders from farther away can board the A Line at a closer station along the new extension.

As a result, the station feels less busy than before, and there is visible evidence of trespassing between the ground floor of the parking structure and the 210 Freeway embankment, which is under Caltrans jurisdiction.

Staff had previously reported that installing taller faregates had helped increase valid entries, but that persistent fare evaders have adapted to these faregates by misusing the emergency swing gates installed with the older turnstiles.

As a result, staff have been working with TAP, Fire/Life Safety, and Lead Architecture on different strategies to combat this misuse, which have included:

- Installing taller, wraparound partitions that make it more difficult to reach around/over the emergency gate (Firestone, Lake)
- Adding crowd control stanchions that funnel passenger flow through appropriate areas and deter misuse of emergency gates (North Hollywood and Downtown Santa Monica)
- Replacing emergency swing gates with taller faregates that have enhanced egress capacity (Norwalk, Allen, El Segundo)

In addition to the three tactics above, they are adding a fourth strategy: repurposing emergency swing gates at stations with upgraded faregates and securing them for maintenance and special events. This strategy makes sense where the previous emergency gates are not directly next to the faregates, leaving an awkward area that would remain vulnerable if left unaddressed.

On January 26, 2026, this station received taller faregate upgrades but kept the old emergency gate in its place. This resulted in a modest 22% increase in valid TAPs when comparing the first week to the same week last year (1/26/26-2/1/26 vs. 1/27/25-2/2/25). However, numerous CCTV observations revealed that many fare evaders simply

changed their behavior by bypassing the taller faregates and walking around the corner to reach over and pop open the emergency gate to enter the paid area.

Therefore, on March 9, 2026, staff implemented the latest strategy to secure these former emergency gates, which are no longer needed given the enhanced egress capacity of the taller faregates. When comparing the first week of securing this gate to the same week last year (3/9-15/26 vs. 3/10-16/25), we saw a **50% increase in valid TAPs** (from 3,369 to 5,060). Since these access control improvements were made, Sierra Madre Villa Station has collected **\$5,340 more in fare revenue** in the first month and a half when comparing YoY, without any additional security or other customer-facing staffing.

***Douglas Station Collects Nearly 400% Increase in Valid Entries After Addressing Emergency Gate Misuse***

Following the success at Sierra Madre Villa, staff are coordinating with TAP to return to other stations affected by this lingering access control vulnerability, including Douglas (K) Station in El Segundo. Staff is pleased to report that the first week of **emergency swing gate removal at Douglas (K) Station has already resulted in a 384% increase in valid TAPs** at this station, when comparing YoY.

Staff is continuing to work with TAP, DPS, and Fire/Life Safety to ensure that future stations receiving taller faregates also include coordination to remove the outdated emergency gates from the design and operations.