

Attachment A : Enhanced Customer Experience

The FY26 Preliminary Budget allocates \$316.2 million for cleaning efforts, a 13.1% or \$36.6 million increase over FY25.

(\$ in millions)

Area	FY25 FTE	FY26 FTE	Change	% Change	FY25 Budget	FY26 Preliminary	Change	% Change
Buses	398	398	-	0.0%	\$ 83.6	\$ 86.4	\$ 2.9	3.4%
Trains	208	292	84	40.4%	41.5	59.4	17.9	43.2%
Facilities	127	127	-	0.0%	34.0	35.6	1.6	4.8%
Stations	389	424	35	9.0%	105.5	120.0	14.4	13.7%
Stops	23	23	-	0.0%	4.5	4.7	0.16	3.4%
Station Experience (SE)	10	15	5	50.0%	10.4	10.0	(0.4)	-3.8%
Cleaning & SE Total	1,155	1,279	124	10.7%	\$ 279.5	\$ 316.2	\$ 36.6	13.1%

Cleaning

Bus Cleaning

The FY26 Budget outlines a comprehensive plan for daily bus cleaning across four terminals, operating seven days a week. The terminals slated for cleaning include Terminal 17 (Maple Lot), Terminal 19 (El Monte), Terminal 26 (Washington/Fairfax), and Terminal 28 (18th St).

End of Line Rail Car Cleaning

The current coverage, two shifts over 7 days, will be expanded to include 7-day, three-shift coverage at 9 terminuses (B/NoHo, D/Wilshire & Western, E/Downtown Santa Monica, E/Atlantic, K/Westchester/Veterans, C/Redondo Beach, C/Norwalk, A/Downtown Long Beach, A/APU/Citrus College) and will pilot a mid-line cleaning program. This expansion ensures thorough cleaning of rail cars during revenue service and at rail yards.

Transit Centers and Rail Station Cleaning

Metro continues our Hot Spot cleaning initiative, which involves deploying extra custodial staff alongside supervisors to 17 stations. The stations include Compton, Downtown Long Beach, Firestone, Slauson, Norwalk, Harbor Freeway, Sierra Madre Villa, Lake, Soto, Allen, Mariachi, Downtown Santa Monica, Harbor Gateway Transit Center (J/Silver Line), PCH (J/Silver Line), 37th St/USC (J/Silver Line), Terminal 19 (El Monte Transit Center), and Terminal 27 (LAX Transit Center).

Facilities Cleaning

One of the customers' first perceptions of the Metro system is the condition of its facilities. Metro's facilities maintenance team and contractors perform a varied range of essential tasks, including graffiti control and abatement, pest, and bird control, weed

control, power sweeping, and trash and vegetation removal, to keep our facilities well-maintained.

Station Improvements

Metro will invest significantly in faregate upgrades, enhanced CCTV systems, various lighting retrofit, and improvements to signage and wayside features throughout the system to enhance the overall station experience.

Public restrooms

Throne bathrooms, which are ADA accessible, offer a safe, clean, and technology-equipped restroom experience that helps prevent misuse and enhances safety and hygiene in the system. Metro plans to continue expanding these bathrooms, with about five new units being added every three months as part of the Board-approved plan. In FY26, Metro is aiming for up to 50 units by the Summer 2026 World Cup and a total of 64 units by early 2027. Once fully operational, an updated Go Metro map will highlight their locations.

Elevators/Escalators

The FY26 Preliminary Budget includes additional funds to modernize and replace aging elevators and escalators for improved reliability and accessibility. Newer elevators have been reprogrammed to keep doors open when not in use, enhancing cleanliness and safety, but most older elevators lack this feature. To address this, the plan includes adding elevator attendants using Return-to-Work employees to monitor elevator activity and assist customers. This approach is similar to BART's use of elevator attendants at their most problematic elevators.

Tap-To-Exit and Taller Fare Gates

The TAP-to-Exit program, which started at North Hollywood and expanded to Union Station in February, now covers both B Line end-of-line stations with positive rider feedback. Reprogrammed faregates automatically correct unpaid exits, enhancing access control, while the CX team's initiatives improved station circulation and supported LIFE program enrollments. A new passenger flow plan has reduced entry/exit conflicts, particularly for Metrolink riders.

To enhance security and ensure fare compliance, the budget allocates funds to modernize the fare collection system by installing taller faregates, beginning with the LAX/Metro Transit Center Station. This upgrade will improve access control, reduce trespassing, and streamline passenger movement while adhering to the installation schedule. The initial pilot has been expanded to retrofit ten high-fare-evasion stations in Phase 1, supported by \$14.4 million in funding in FY25 Budget. Phase 2 will include \$15.3 million in FY26 Preliminary Budget for the retrofit of 11 additional stations by October 2025. New rail services will feature taller gates, which have been tested for

usability and integration to enhance security, prevent fare evasion, and optimize passenger flow.

Weapons Detection Systems Pilot Program

The concealed weapons detection solution can provide an extra layer of security for riders boarding Metro's transportation system and enhance the agency's overall security posture. The pilot program will continue into FY26 as the Metro Board approved extending it for 12 months in its February 2025 meeting to include additional key high-traffic transit stations and buses. As a passenger walks through this detection system, the system uses its advanced sensors, AI, and other technologies to detect concealed weapons without requiring them to stop and remove any belongings.