

Station Experience Updates

Joint Development Partnership to Address Concerns at Wilshire/Western Outdoor Plaza
Over the past year, the Los Angeles City Council Tenth District and local stakeholders have voiced concerns about illicit activity in the shared-use outdoor plaza above Wilshire/Western Station. Because this plaza is not under Metro jurisdiction for cleaning and security, staff engaged with the property ownership of Solair Retail to have them put new measures in place, including onsite security guards, a commercial janitorial contractor, and prominent markers and “No Trespassing” signage delineating “private” property and public sidewalk areas to enforce appropriate activity on the station plaza. A recent site visit on October 1, 2024, indicates substantially cleaner and safer conditions. Appropriate plaza activity was observed between Metro riders transferring between bus and rail and retail customers around the plaza.

Eagle Eye Bird Abatement Pilot Improves Cleanliness

Harbor Gateway Transit Center did not pass its recent quarterly inspection due to significantly stained floors caused by bird droppings throughout the station. While Metro’s Code of Conduct does not allow the feeding of birds or animals, this violation is difficult to enforce, and signage has not proven effective at deterring this unwanted behavior. The team identified an innovative product that had very promising results, and we will now consider expanding this to other stations with similar bird-dropping challenges. The Eagle Eye system is a network of devices that safely deters birds from designated areas by utilizing light beams reflected from direct sunlight. This new product is resulting in substantially cleaner waiting areas for bus riders in the pilot area compared to the unmodified area, and we know that cleaner conditions help contribute to improved perceptions of safety.

Increased Fare Compliance Efforts Begin at Long Beach & Azusa End-of-Line Stations

Building off the success of the TAP-To-Exit program at gated stations, Metro Transit Security (MTS) is planning to increase fare compliance efforts at key end-of-line stations at Downtown Long Beach and APU/Citrus College A Line stations. These efforts will be layered to the existing end-of-line presence at these stations, as MTS Officers will be equipped with Mobile Phone Validators that can verify valid TAP fare media.

Classical Music Program Expands to Slauson, Lake, & Reseda Stations

We are building off the success of the previously implemented classical music at several B/D Line stations, whereby staff has recently expanded this program to Lake and Slauson A Line stations, as well as Reseda G Line station. Over the past year, these three stations have encountered persistent issues of loitering, drug use, and vandalism from non-destination riders. Recently, LASD conducted an undercover drug operation at Lake Station in Pasadena, which revealed that seven out of eight who were arrested were engaged in criminal activity within the stairwells or topside entrance.

Throne Restrooms Hit Milestone of 100,000 Riders & Employees Served in First Year

On the eve of the one-year anniversary of the Throne program, which began with just four locations under the Office of Strategic Innovation’s Unsolicited Proposal program,

real-time data shows that Thrones have now been used more than 100,000 times since their deployment. The 100,000th use occurred at the Sylmar/San Fernando Station layover, which is used by our frontline bus operators. As staff works on fulfilling the Board-approved plan to expand up to 64 locations in the coming year, here are some takeaways from the first year:

- User reported cleanliness continues to score well at 4.14 out of 5-star rating across all locations
- 50% of users are return customers
- Busiest days tend to be Wed-Thurs-Fri and in the afternoon/evenings from 3 pm to 10 pm
- Three in four users enter via SMS text message, confirming the equitable ease of use for non-data phone users (including those with basic or Lifeline phone)

We know that improvements to cleanliness also translate to improved perceptions of safety, so this program has helped provide a popular customer amenity while also improving the overall customer experience.