

## Station Experience Updates

### ***Improved Transfer Experience from North Hollywood to Burbank Airport***

As an update to the incremental improvements to North Hollywood Station, which is a critical hub serving a subway and bus rapid transit (BRT) terminal, numerous local and municipal bus connections across the East San Fernando Valley, and commuter parking, staff have extended improvements to support Metro's key transit partners at Burbank Bus who provide a frequent, around-the-clock weekday circulator [Orange Route](#) connecting North Hollywood Station with Hollywood Burbank Airport (BUR).

While this key route frequently runs every 15 to 20 minutes throughout the day (which is even more frequent than the Union Station-LAX FlyAway), this route sits in an expansive bus terminal with numerous local and regional buses, and it can be overwhelming to find the correct boarding location, especially when trying to catch a flight on a tight schedule.

As a result, staff worked with key partners within Customer Experience (CX), Facilities Maintenance, and Stops & Zones, and with the City of Burbank and BUR Airport officials, to improve visibility and wayfinding for Metro riders bound for this key airport in the San Fernando Valley. Metro riders arriving in North Hollywood from the B Line subway, G Line BRT, daily parking, or the future Pasadena-NoHo BRT route will now have internationally recognizable wayfinding to the appropriate boarding location at this mobility hub.

In late April, Facilities Maintenance and Stops & Zones completed the refurbishment of the entire bus stop waiting area, featuring:

- Repainted and refinished shade shelters and seating
- Revamped map case material in conjunction with CX's SEGD and City of Burbank
- Upgraded bus blade sign that is easier to find from a distance

Other improvements that have been completed here or are underway include:

- TAP-to-Exit on the B Line subway, which has reduced rider-reported incidents by -60%
- Throne Restroom on the main plaza, which has risen to become the 2nd busiest Throne across the Metro system, has improved station cleanliness by +50% and has improved outreach efforts between Community Intervention Specialists and those in need
- Open-elevator doors at the west plaza elevators, which have improved safety and continually circulate fresh airflow
- Secured and relocated waste management system in the parking lot, which has reduced illegal dumping and other unwanted activity

Looking ahead, staff will be completing the remaining wayfinding improvements inside the B Line station by refreshing the original signs, and the City of Burbank will be assisting with completion on the other end at Hollywood Burbank Airport.

***Metro J Line Mini-Makeovers Continue Along I-110 Harbor Transitway to Rosecrans Station***

As an update to the ongoing safety and cleanliness improvements to Metro J Line stations from El Monte to Downtown LA to Harbor Gateway, Facilities Maintenance teams are underway to extend these tactical improvements to Rosecrans/I-110 Transitway Station in Gardena, applying best practices from recent improvements at Manchester, Slauson and 37th St/USC Transitway Stations to improve sight lines, seating and waiting amenities, and customer information.

Rosecrans Transitway Station serves nearly 1,000 people who board or alight a Metro J Line (Silver) bus on any given weekday.

At Rosecrans Station, outdated bench designs and partitions that create hiding areas in the Rosecrans underpass will be removed and relocated to improve safety, with the remaining benches reoriented closer to bus stop berthing locations.

Following these physical modifications in the coming weeks, a deep cleaning will be completed at this station, providing a renewed station with ample commuter and event parking for J Line riders.

***Access Control Safety Improvements Completed in the Known Area of Regional Connector Intrusions Near the Federal Building***

In light of the ongoing protest activity in front of the Federal Building that sits just outside the Regional Connector portal, LAPD had noted a new tactic from known agitators where a single individual scales the fence and then opens the emergency swing gate for dozens of others to then descend into the Regional Connector tunnel.

Before the next wave of protest activity on May Day, teams across Facilities Contracted Maintenance and Facilities Maintenance worked quickly with DPS and LAPD to assess the challenge and implement a solution to better protect the Regional Connector from unauthorized entry.