

Station Experience Updates (October 2025)

Wayfinding Installed from Rail To Rail to Fairview Heights Station

Metro has installed new wayfinding signage to guide patrons from the western end of the Rail to Rail path to the K Line's Fairview Heights Station. This last half-mile gap between the end of the path and the station previously required riders and pedestrians to either be familiar with the area or plan their route in advance.

The new signage now provides clear, direct guidance, making it easier and more intuitive for riders to connect to Metro by bike or on foot. Metro also worked in partnership with LADOT and the City of Inglewood to secure approval for installation.

Azusa Downtown Parking Structure Sees Dramatic Increase in Usage & Revenue

There had been persistent safety and cleanliness issues within the parking structure. This structure has remained underused since COVID-19, as it was primarily reserved for monthly permit holders. The original design of this parking structure was to support commuter express routes provided by Foothill Transit, but much of this ridership shifted to the (then-named) Metro Gold Line in 2017. As a result, only 20 monthly permits were sold in a 534-space structure (less than 4% paid utilization). The desolate structure also invited illicit activity, including constant elevator outages and loitering within the stairwells.

Staff from the Local Government Relations Department helped to convene a joint discussion with the City of Azusa, Foothill Transit, and Metro Parking Management, all of whom shared joint responsibility for the structure. Staff shared some of the best practices implemented at the nearby APU/Citrus College parking structure, which immediately restored safe conditions for Metro commuters and resulted in a rebound to pre-pandemic parking utilization.

Through their discussion, staff were able to implement the following:

- New daily paid parking for \$1/hour or \$3/day, in addition to the ongoing monthly pass sales
- Open-elevator door upgrade completed by Foothill Transit's elevator contractor
- Environmental improvements are implemented in the parking stairwells by the City of Azusa, which maintains the public address and emergency intercom systems within

Within the first two weeks of completion, staff have seen a dramatic increase in parking utilization and visibly improved conditions.

- Parking revenue has doubled by +113%
- Total parking transactions have spiked +2,200%, growing ridership for occasional riders

- Level 1 is already at 40% full capacity, and Level 2 is at 15% capacity; staff expect to see more parking demand as the Clean Air Decal HOV program expires on September 25, 2025
- Improved elevator uptime with open doors
- Cleaner stairwells free of obstructions following installation of environmental improvements

Refreshed Landscaping & Rodent Abatement Arrives At El Monte Bus Station

As part of ongoing efforts to improve the safety, cleanliness, and wayfinding at El Monte Station, recent site visits have also revealed a substantial presence of rodent droppings around barren planter boxes.

This expansive bus station serves the Metro J Line and local bus lines, Foothill Transit, Norwalk Transit, Greyhound, and other routes throughout the multilevel station, so this station accommodates thousands of daily riders who transfer between bus routes within the station itself, similar to major airport hubs in Denver, Chicago, and Houston. This results in riders spending more time at the station waiting for their connecting bus to depart, as some bus routes only operate once or twice an hour at this station.

Upon these findings, Facilities Contracted Maintenance investigated these issues, finding that much of the barren planter boxes could have been attributed to rodents chewing through the water-efficient, drip irrigation lines that were originally installed. As a result, the team has repaired all the damaged lines and replanted new landscaping in the planters throughout the Lower-Level Courtyard of the bus station, and has also instituted new rodent abatement measures to improve the resiliency of these efforts.

These efforts are layered on top of ongoing and upcoming improvements to this station, including:

- Open-elevator door program keeping station elevators clean, safe, and ventilated with fresh air
- Bathroom attendants for the traditional bathrooms during the morning and midday periods
- Environmental improvements to inspire appropriate activity within boarding areas
- Refreshed wayfinding and real-time information tailored to most riders who must quickly transfer between bus routes

Upgrading Displays and PA Speakers at El Monte Bus Station

Staff previously reported that El Monte Bus Station had seen a noticeable drop in people experiencing homelessness following improvements to the station, like environmental improvements, bathroom attendants, and open elevator doors.

Many of Metro's employees regularly use the Metro J Line, which provides 24/7 service to this station, which is the busiest bus station west of the Mississippi River. They have provided feedback that some of the amenities are becoming dilapidated, as the station opened over 10 years ago and does not have the same technological capabilities as today.

For example, many of the speakers and digital displays were reportedly not working correctly. As a result, staff convened another site walk in early September to review opportunities to make repairs and necessary upgrades to bring the station into the current technology standards seen at other Metro J Line stations like Harbor Gateway Transit Center.

Upgrades will include new connectivity that will bring central/remote capability to implement messaging and audio announcements, where currently they can only be controlled in a localized, on-site room.

Staff also took the opportunity to speak with frontline personnel, all of whom shared that riders often shared the same questions about where to find connecting buses, as the expansive station has dozens of bus bays but limited opportunities for riders to find their correct bus bay, sometimes only having minutes to spare to make their transfer.

The Station Experience team has begun working with other stakeholders, like the Service Planning and Customer Experience departments, to improve the wayfinding experience so it is better tailored to the numerous connecting bus riders within the station, similar to how airports in Denver and Atlanta serve a high proportion of travelers making connections within the facility itself, rather than starting or beginning their trip there.