Building on Success of Pilot Interventions at Westlake/MacArthur Park Station

January 2024

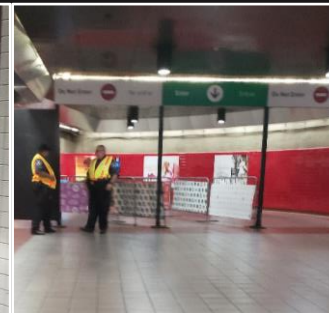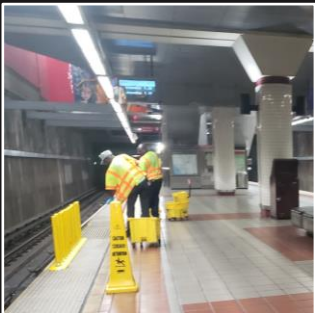Metro

Clean, safe, well-lit station & seating // Over 20% reduction in emergency exit misuse since mesh install // Children playing soccer under brighter lights & CCTV

Before & After: *Addressing hiding spots previously used for illicit activity is improving outdoor plaza cleanliness and safety*

Multilayered human approach of Custodians, Ambassadors, Homeless Outreach, Security and Law Enforcement

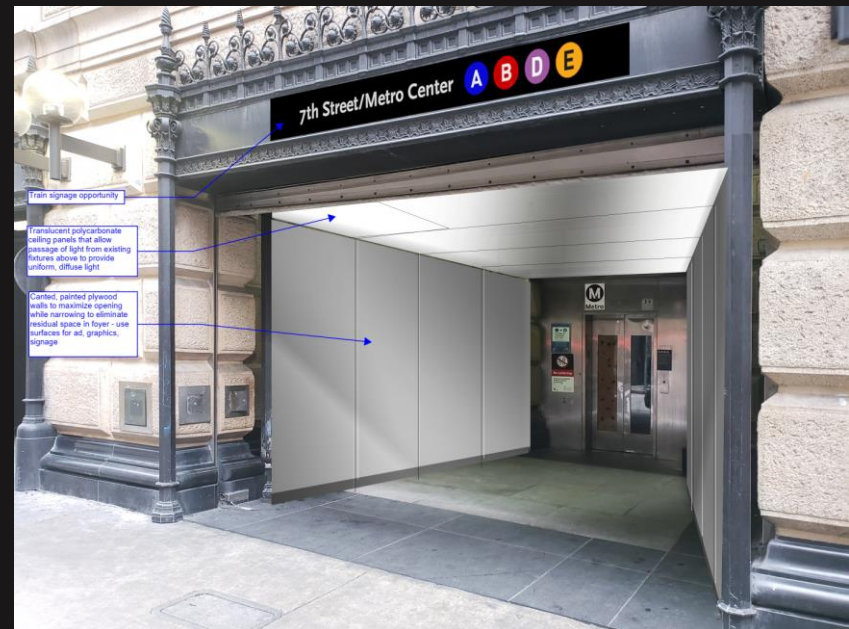# 7TH ST / METRO CTR | LIGHTING IMPROVEMENTS

*In July 2023, crews installed nearly **100 brighter, LED bulbs at station entrances and passageways** to restore comfort and safety*

Flower St Elevator Entrance

← Existing

Concept →

7th Street/Metro Center Ⓐ Ⓑ Ⓓ Ⓔ

Train signage opportunity

Translucent polycarbonate ceiling panels that allow passage of light from existing fixtures above to provide uniform, diffuse light

Canted, painted plywood walls to maximize opening while narrowing to eliminate residual space in foyer - use surfaces for ad, graphics, signage

Existing & Concept: *Tactical lighting, rightsizing, and signage improvements to create a safe, intuitive, welcoming entrance*

NEW "STATION EXPERIENCE" UNIT TO EXPAND STRATEGIES

- Given the successful results at Westlake/MacArthur Park, Operations has created a new "Station Experience" unit to further improve public safety and cleanliness
- Criteria for future deployment includes data on ridership, public safety, cleanliness, homeless outreach, frontline employee and customer input
- Next potential stations for pilot interventions include (*subject to change*):
  - Lake Av in Pasadena (A Line)
  - Hollywood/Highland (B Line)
  - Norwalk (C Line)
  - Downtown Santa Monica (E Line)

Environmental Design Interventions *paired with...* **Care-Based Strategies**	
• Lighting upgrades • Rightsizing entrances, passageways, and plazas to improve safety in numbers and access control • Increased fresh air ventilation (indoor stations) • Station music or ambient sound • Strengthen and reorienting faregates and rollgates • Safe, clean, and reliable public restrooms • Elevator access control modifications	• LIFE Pop-Ups • Dept. of Health Services Mobile Health Clinic • Homeless Outreach teams • Metro Ambassador teams • Crisis interventionists • Substance abuse counselors

SMART, TOUCHLESS PUBLIC RESTROOMS PILOT | THRONE LABS

Smooth pocket door with protected locking system

No handle to pull or break

Smart alerts for unauthorized occupancy & extended stay

Configurable user access controls recognized approved or restricted users

QR / Text

Mobile App

Users can enter in less than 10 seconds – a simple text opens the door.

App offers added features like discovery, navigation and real time cleanliness ratings.

- 6-month, unsolicited proposal pilot with Throne Labs
- **FREE to use** via text message, QR code, or Mobile App, under 10 seconds to enter (93% Metro riders carry cell phones)
- In first two months, over **13,500 total uses**, over **3,700 unique users**, 4.3 out of 5-star user cleanliness rating, and ZERO incidents of major damage
- **50% reduction in public urination**/defecation reports at each pilot location

Pilot locations at Westlake/MacArthur Park, Willowbrook/Rosa Parks, Norwalk and Sylmar Bus Layover

anthonydrakeandassociates 6d
This is great!

dannybaruela 6d · ❤ by author
Yes! More facilities for all!
10 likes   Reply

sc0ttjone5 6d · ❤ by author
I love it and I hope it works.
12 likes   Reply

katytay_mcgee 6d · ❤ by author
Great addition! Excited to see how this goes 👏
11 likes   Reply

c0lst0n 6d
I used the one at Norwalk Station and it was so nice!

kevinojr 6d · ❤ by author
Great start. Put them in all the stations, please. Ty Ty
10 likes   Reply

Received a message from +1310·········· via SMS. Message: "This is awesome 👏 thank you for bringing this to our town"

vykie 6d
Excited to see more public toilets. Hoping this is only the beginning!

lotusrainier 6d
Time for folks to be self responsible and accountable

KCRW News Interview from Nov 13, 2023
Gabriel Fury, who is homeless, described the restroom as "Immaculate. I can actually stay in there and breathe." When asked about needing a phone, he said "It's not a big deal, everyone has a cell phone nowadays."

NEW INTERVENTIONS PROPOSED

Photo Credit: TriMet, Portland, OR

- Latching Existing Faregates Upon Exit
  - Increases proportion of riders who will use faregates during their trip
  - Improves ridership data to plan better service
  - Pilot at North Hollywood and Union Station could begin as early as March 2024

- Strengthening Emergency Swing Gates and Relocating Station Closure Gates
  - 9 in 10 arrested do not have valid fare
  - Emergency Swing Gate partitions result in over 20% decrease in misuse
  - Police can focus on "Respect the Ride" campaign
  - Pair with LIFE and other reduced fare programs to protect low-income riders

- Improving Elevator Safety & Reliability
  - Portland TriMet piloting valid farecard to use elevator (i.e. hotel room key concept)
  - Keeping elevator doors open when not in use

Metro

- Station Experience unit will:
    - Develop program level solutions to evaluate individual station conditions with its partners
    - Develop resource plans and capital projects to ensure program-wide benefits of early efforts
    - Provide status update in April 2024
- Must continue to rely on key partners and support so that the agency can focus on operating a safe and reliable transit system

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