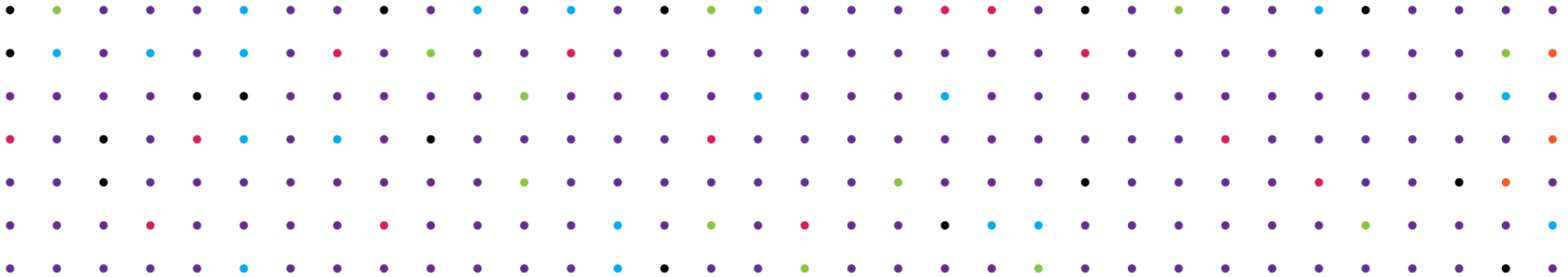


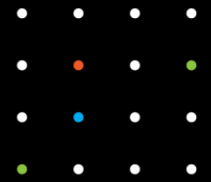
STATION EXPERIENCE

ACCELERATED THRONE SMART MOBILE RESTROOMS DEPLOYMENT



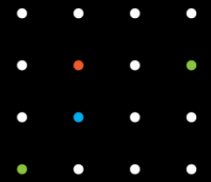
Operations, Safety, & Customer Experience Committee Meeting
May 21, 2026

RECOMMENDATION



AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. OP128820000 with Throne Labs, Inc. to accelerate the deployment of the Throne smart restrooms and realign service levels, in the Not-to-Exceed (NTE) amount of \$3,060,590, increasing the total NTE contract amount from \$21,138,608 to \$24,199,198.

ISSUE & DISCUSSION



AWARDEE

Throne Labs, Inc.

NUMBER OF BIDS/PROPOSALS

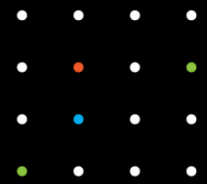
The program was made possible by Metro's unsolicited proposal process overseen by our Office of Strategic Innovation.

DEOD COMMITMENT

DBE – Throne Labs did not make a Disadvantaged Business Enterprise (DBE) commitment on this contract. As this is a leased contract, it is expected that Throne Labs will continue to perform the services of this contract with its own workforce.



ISSUE & DISCUSSION



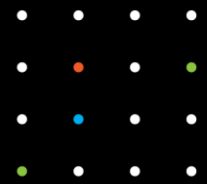
ISSUE

Throne Labs Inc. provides proprietary access control technology to ensure safe and clean restroom access, maintains a real-time data portal for Metro to monitor usage and performance, and performs all cleaning and maintenance services for the units.

The partnership with Throne Labs Inc has been highly successful during the first year of deployment, serving over 700,000 Metro riders, bus/train operators and community members daily across the Metro system and earning a resilient user cleanliness rating of nearly 4 out of 5-stars, significantly outperforming traditional restroom models.

Metro is seeking an accelerated deployment schedule for these Smart, ADA-Accessible restroom units, along with a service realignment to better match greater than expected demand at each location. This accelerated approach would allow Metro to complete the installation of all 64 restroom units in advance of the 2026 FIFA World Cup in Los Angeles, beginning June 12, 2026.

ISSUE & DISCUSSION



DISCUSSION

Metro has analyzed the costs associated with expediting deployment ahead of the 2026 FIFA World Cup in Los Angeles and the need to realign service schedules to better match restroom demand.

Several locations have been experiencing higher-than-anticipated usage. For example, the Little Tokyo/Arts District (A) / (E) station averages nearly 200 uses per weekday and more than 250 on weekends, making it the busiest Throne restroom in North America.

Customer surveys and feedback, including riders with the greatest needs, have indicated strong satisfaction with the Throne Restroom program and a willingness to ride Metro more often if Throne Restrooms were expanded to more stations.

Realigning service levels across existing and future units would help ensure restrooms receive appropriate servicing based on demand, improving cleanliness, reducing wait times, and enhancing the overall customer experience.

THRONE RESTROOM EXPANSION PROGRESS

Throne Restrooms Maps

