

## **Station Experience Updates (June 2025)**

### *Slauson/I-110 Transitway Station Undergoes Major Safety Upgrades*

Improvements to the northbound-to-Los Angeles platform at the J Line Slauson Station have begun. This station has longstanding safety and security challenges due to illicit activities, violence, and vandalism. Multiple teams came together to provide several major safety improvements and deep cleaning, including:

- High-pressure washing the station canopy to restore the original station art that had been caked with years of freeway dirt and soot
- Moving map cases to the back wall to eliminate areas where illicit activity can occur
- Upgrading benches with seatbacks positioned where buses berth on the station platform
- Adding brighter LED lighting, including new uplighting, to better illuminate the entire station
- Repainting safety bollards, passageways, and other station areas
- Upgraded trash receptacles
- Securely closing a secondary pedestrian overpass that had become problematic, routing all station access through the main entrance

Staff are tentatively scheduled to complete the southbound platform in mid-June, pending the availability of the multiple work crews needed to surge up for a single weekend.

### *Throne Bathrooms Debut at Memorial Park & Vermont/Sunset Stations*

As part of the Board-approved expansion plan for safe, clean, free-to-use Throne Bathrooms, new units were deployed at Memorial Park Station and Vermont/Sunset Station, which serves as a gateway to Los Feliz, East Hollywood, the DASH Shuttle to the Griffith Observatory, Kaiser Permanente, Children's Hospital Los Angeles, and Hollywood Presbyterian.

Metro partnered with the City of Pasadena and the Old Pasadena Business Improvement District on the Memorial Park Station deployment, which was also supported by local store owners and nearby residents. These two Thrones have already successfully served 200 people within the first three days of opening.

### *Customer Questions Lead to Upgraded Wayfinding at Vermont/Sunset Station*

As the installation of a new Throne Restroom was taking place at Vermont/Sunset Station, staff received repeated questions about key destinations outside the station. Vermont/Sunset Station is often used by people looking to connect with DASH to the Griffith Observatory and the many medical centers in the area. However, despite multiple station exits, the station lacked clear instructions as to which exit passengers should use to get to their destination.

In response, teams from Station Experience, Customer Experience, and Facilities Maintenance came together to upgrade signage, wayfinding, and the appearance of the station, including:

- Repairing vandalized and damaged station pylons and plaza map cases
- Installing Metro station graphics at previously blank entrances
- Touching up worn paint
- Upgrading trash receptacles

These wayfinding enhancements will improve our customers' experience while also enhancing safety. They will reduce the number of often-repeated questions that our frontline personnel, including Ambassadors and Transit Security Officers (TSOs), receive, allowing them to focus on safety and security. In addition, these upgrades will lessen pedestrian crossings at the busy intersection and will be especially helpful for people using Metro to reach any of the nearby medical centers.

#### *Elevator Attendant Pilot Program Expands to Lake Station*

As Metro continues efforts to reduce inappropriate activity in elevators at older stations, the Return-to-Work team recently expanded the Elevator Attendant pilot program to Lake Station in Pasadena. The elevator in this station is in the unpaid area, making it susceptible to illicit activity that disrupts access for passengers who rely on elevators, including older adults, people with mobility issues, tourists with luggage, and parents traveling with children.

This popular Transitional Duty assignment has already been successfully piloted at Pershing Square Station, 7<sup>th</sup> St/Metro Center Station, and Hollywood/Vine Station, and will soon be expanded to Westlake/MacArthur Park Station.

#### *Safety & Cleanliness Concerns at Fillmore Station in Pasadena*

Staff have been making improvements at Fillmore (A) Station, including brighter lighting, upgrades to closed-circuit television (CCTV), and classical music. They have received positive feedback, including from Metro employees who regularly use the station.

However, one outstanding area that continues to pose challenges is the shared parking structure and outdoor plaza, which are operated and maintained by different entities. Persistent issues include:

- Local gang territorial disputes
- Car break-ins of park-and-ride users, including Metro employees who use this station
- Willful blocking of parking structure stairwells
- Loitering in and around the plaza
- Hidden drug paraphernalia stored inside plaza landscaping

As a result, staff met with the property management, Pasadena PD, and Metro departments. The Station Experience team coordinated the installation of an ambient sound device, identical to the ones installed at APU/Citrus College parking structure and 37<sup>th</sup> St/USC (J) Station. While the device was immediately successful in addressing these issues, the electrical wires were subsequently tampered with and are undergoing repairs, which was a similar reaction we saw during the initial installation at 37<sup>th</sup> St/USC.

Staff are continuing the open lines of communication across the multiple entities and will provide subsequent updates on our collective efforts to address these shared areas and restore safe and clean conditions for customers, employees, and the surrounding community.

*Positive Marks for Recent Safety & Cleanliness Improvements At Memorial Park Station*

As staff prepare for the upcoming FIFA World Cup at the Rose Bowl and transfer point to the future Pasadena-to-North Hollywood BRT, staff have been accelerating improvements to Memorial Park (A) Station, where riders can connect to the nearby Rose Bowl Shuttle. Thus far, staff have completed:

- Debris cleanup of the track bed
- Repainting of station columns and walls
- Brighter lighting
- CCTV upgrades
- Throne Bathroom

One of the longstanding issues at this station has been the slippery tile platform surface, particularly during wet weather or overnight when moisture develops, which can cause safety concerns with large crowds of eventgoers. Given this longstanding issue, the Infrastructure Maintenance & Engineering group coordinated to sandblast the slick platform, providing substantially improved foot traction for platform boarding and alighting. They also used this opportunity to refresh the “STAY BEHIND YELLOW LINE” safety edge thermoplastic.

Given the number of improvements at Memorial Park, the Station Experience team surveyed over 100 riders this week about these recent improvements, with the following highlights:

- 99% say the brighter lighting makes the station feel *cleaner*
- 96% users say the brighter lighting makes them feel *safer*
- One in three surveyed have already used the newly installed Throne Bathroom at this station
- 93% say the Throne Bathroom makes their experience using Metro stations better *and* that the Throne Bathroom feels safer to use than a traditional public bathroom
- 93% say they want to see Throne Bathrooms installed at more Metro stations

- 96% say they would ride public transit more often if there were more accessible, free-to-use Throne Bathrooms installed