Attachment C – WLMP Intervention Timeline

Between January and March 2023, Metro completed the following pilot interventions:

STREET/PLAZA LEVEL

 Rightsized the footprint of the station plaza by reducing the publicly accessible areas through securing non-functional sections of the plaza, including terraced landscape and inconspicuous corners, while also preserving functional space for a vendor marketplace

MEZZANINE/CONCOURSE LEVEL

- Closed secondary (north) entrance and passageway, which directs all customers to the nearby, fully accessible main entrance, naturally facilitating safety in numbers through more foot traffic.
- Provided additional Metro ambassadors to WLMP following these safety interventions
- Increased the security presence, including adding additional law enforcement inside the station

• PLATFORM LEVEL

- Began playing ambient background music, a best practice intended to keep people moving through the station, used in many other public environments such as shopping malls, convenience stores and airport terminals.
- Increased airflow in the station's public areas to remove and deter odors and fumes caused by smoking and other non-transit uses that permeate through the station

In April and May 2023, further improvements were implemented including:

STREET/PLAZA LEVEL

- Added new CCTV cameras on plaza/street level
- Partnered with Mobile Health and Harm Reduction Clinic from LA County Department of Health Services (DHS) to provide no cost medical care and harm reduction treatment for people experiencing homelessness

MEZZANINE/CONCOURSE LEVEL

- Hosted Low Income Fare is Easy (LIFE) program enrollment pop-ups onsite
- Deployed TAP Blue Shirt staff to assist customers purchasing/reloading fare
- Revised station entry/exit plan to consolidate station entries through a single faregate array to improve fare compliance and access control in paid areas of the station (including train platform)
- Added daily Metro Transit Security Officers (TSOs) enforcing code of conduct, including fare compliance at the faregates.

PLATFORM LEVEL

 Installed new, brighter lights at end-of-platforms and elevator doors to reduce hiding areas and restore safety