

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