



Reimagining Westlake/MacArthur Park Station Thru Pilot Interventions



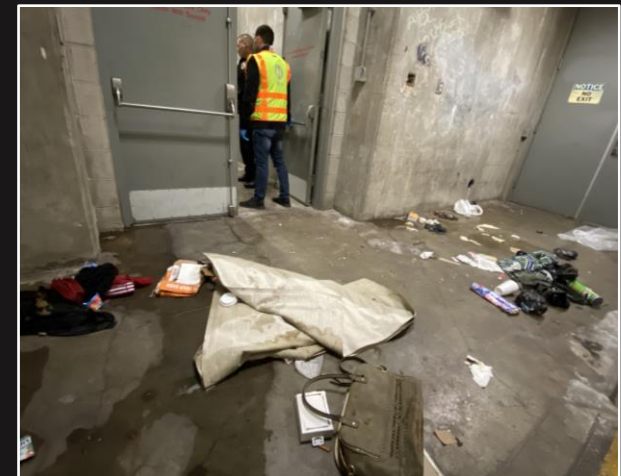
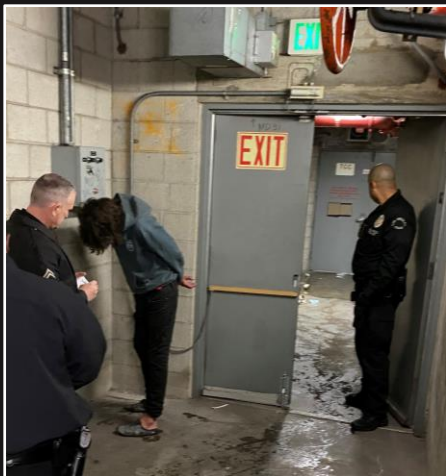
Metro

MACARTHUR PARK | BACKGROUND & ISSUE



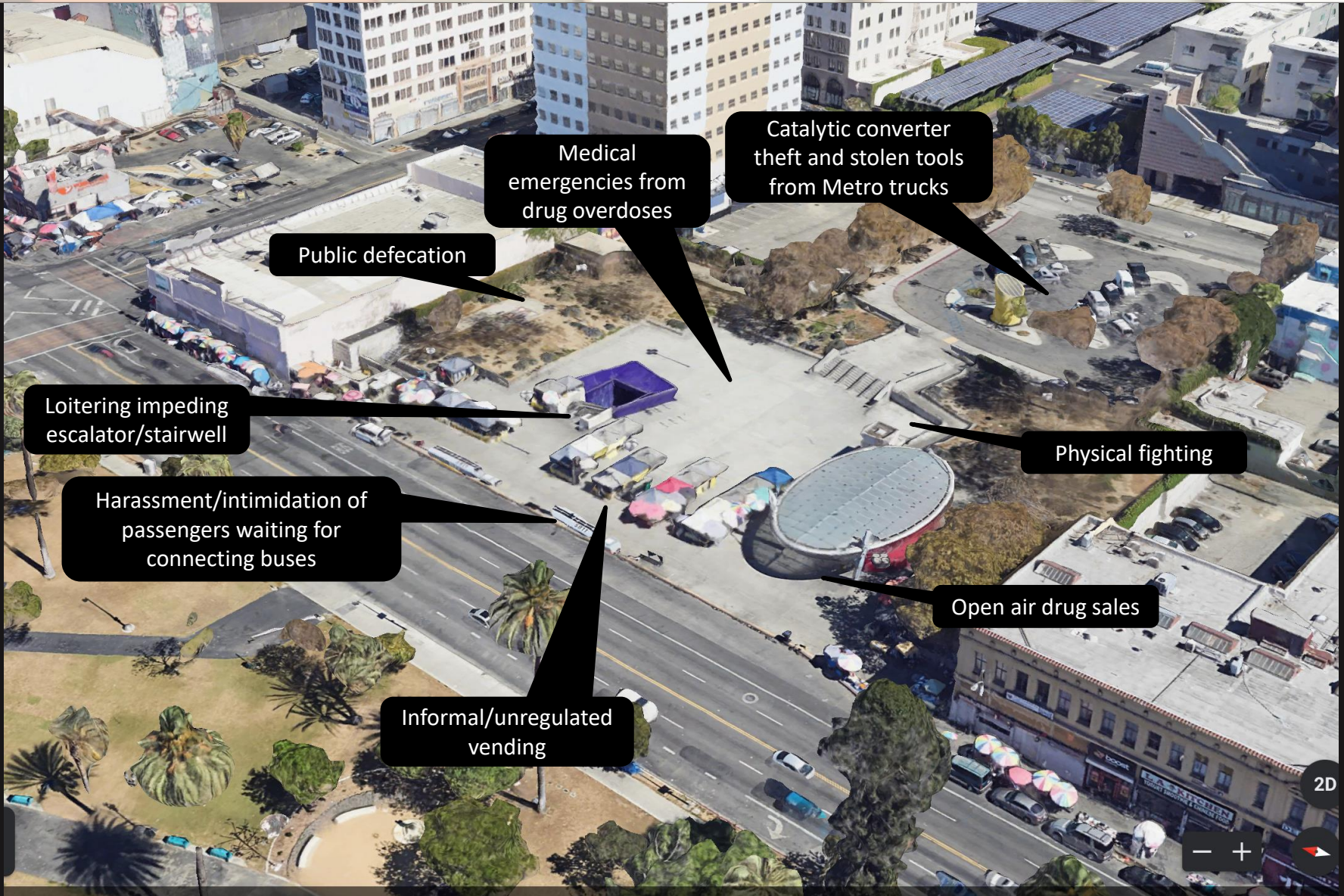
- Over 22,000 daily boardings / alightings
- CX Survey: Female rail ridership has declined to 44% with nearly 1 in 2 women citing crime, harassment and safety as concerns on Metro
- Nearly 60 calls for police response in 60 days
- Nearly 30 medical emergencies since December 2022
- Heroin, meth, fentanyl, opiates and other drug activity
- Erratic, antisocial behavior
- 75,000 monthly emergency fare gate activations
- Threats made to passengers and Metro personnel
- Informal, unregulated vending on plaza level

Physical altercation on platform as train approaches



Trespassers, encampments, human waste, bodily fluids found in non-public ancillary areas

MACARTHUR PARK | PLAZA / STREET LEVEL EXISTING



Medical emergencies from drug overdoses

Catalytic converter theft and stolen tools from Metro trucks

Public defecation

Loitering impeding escalator/stairwell

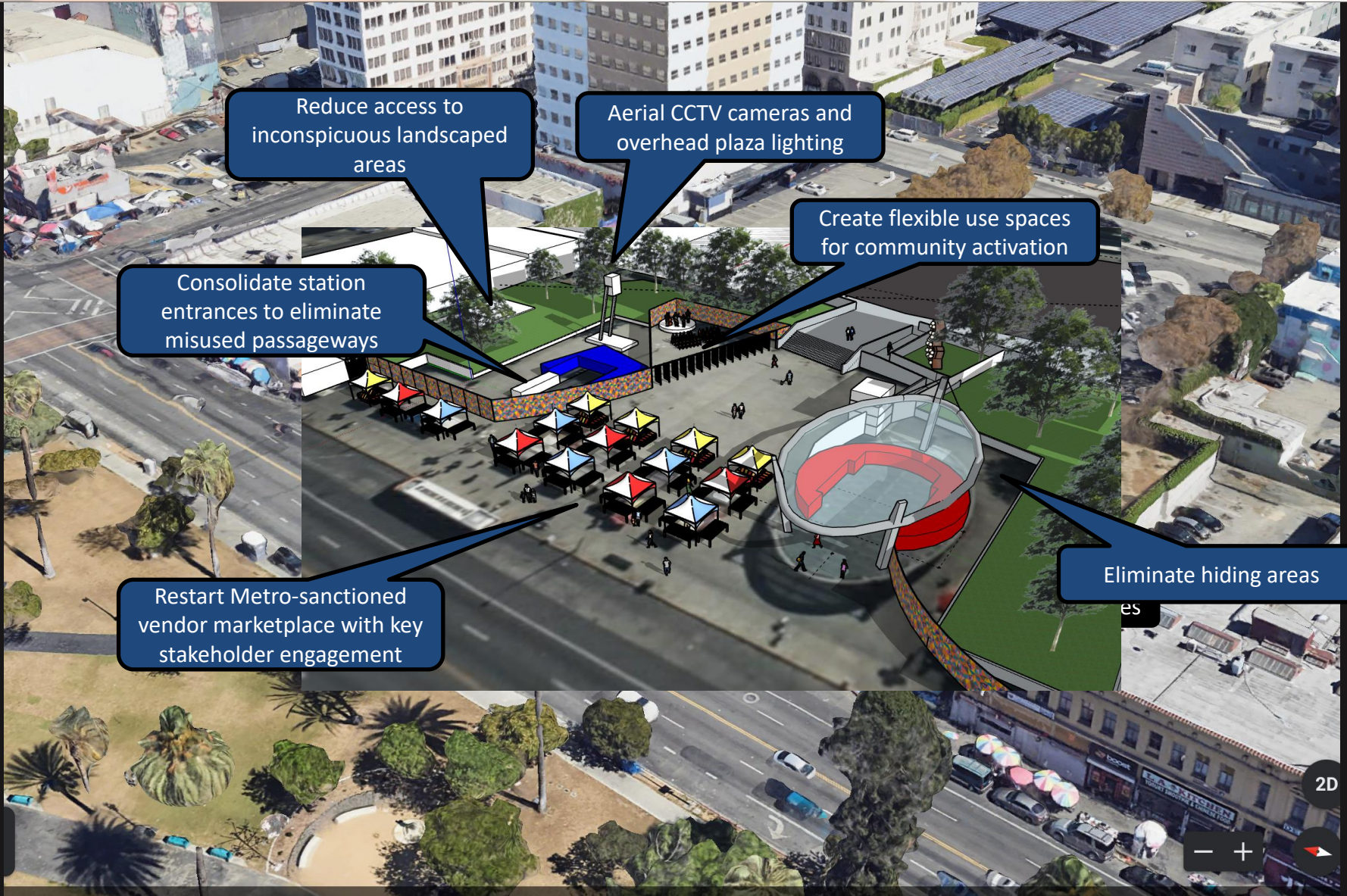
Physical fighting

Harassment/intimidation of passengers waiting for connecting buses

Open air drug sales

Informal/unregulated vending

MACARTHUR PARK | PLAZA / STREET LEVEL CONCEPT



Reduce access to inconspicuous landscaped areas

Aerial CCTV cameras and overhead plaza lighting

Create flexible use spaces for community activation

Consolidate station entrances to eliminate misused passageways

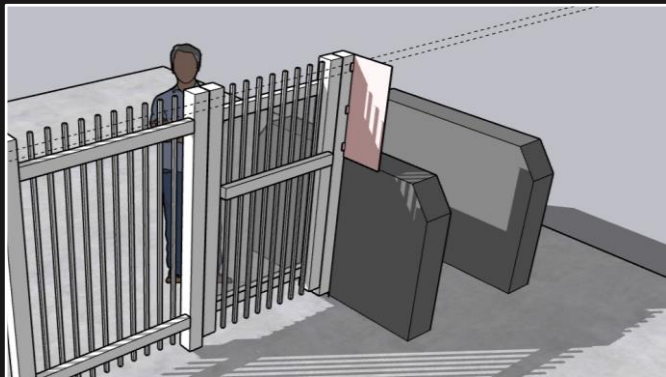
Restart Metro-sanctioned vendor marketplace with key stakeholder engagement

Eliminate hiding areas

MACARTHUR PARK | CONCOURSE / MEZZANINE LEVEL



Persistent loitering and antisocial behavior on concourse

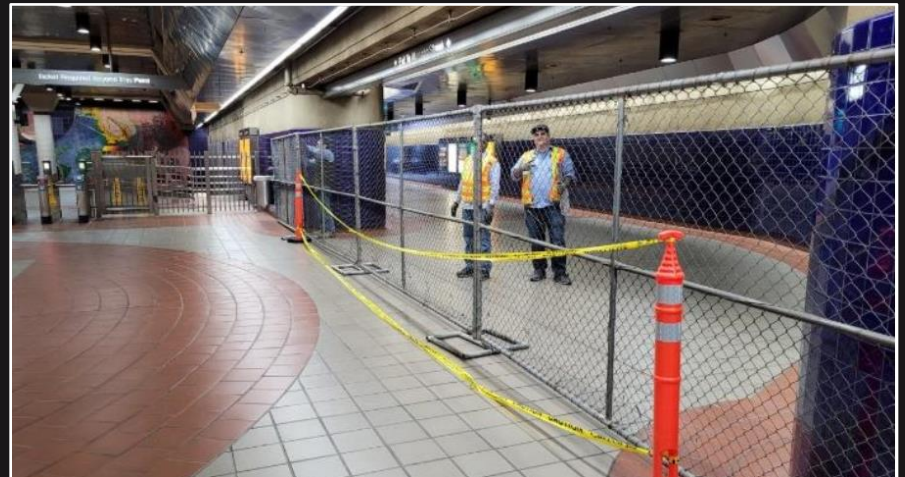


Proposed partition to discourage fare swing gate misuse



Before & After: Former phone booths where drug use occurred

- **New station kiosk to be fully staffed during station hours, assist with faregate entries**
- **LIFE program sign-ups on-the-spot**
- **Homeless outreach partnerships**
- **Reduce misuse of fare collection array**
 - New partitions to prevent “reach-around”
 - Faster leaf-gate closure to prevent “tailgating”
 - Reactivation of alarm chirp when emergency swing gate is opened
 - Consider “paddle-style” gates used in SF, ATL, Baltimore, London
 - New “fare required” signage
- **Ambient background music (i.e. malls, stores, restaurants)**
- **Personalized station announcements**
- **Seal off decommissioned phone booths**
- **Remove maintenance power outlets**
- **CCTV video analytics upgrade to flag suspicious behavior**



Temp fencing to right-size footprint & prepare for station kiosk installation

MACARTHUR PARK | PLATFORM / TRACK LEVEL

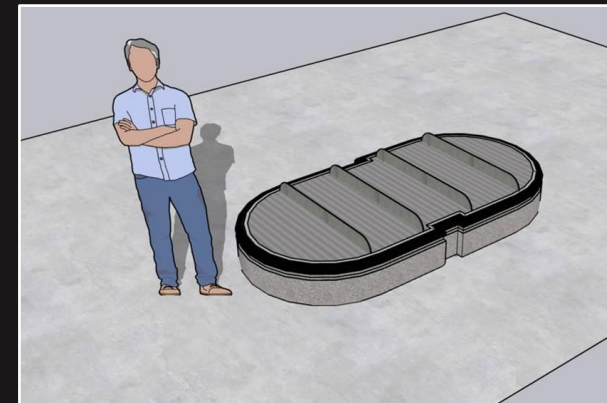
- Lighting upgrades underway
- Increased pressure washing and detailing
- Upgrade ancillary (non-public) alarm system
- Modify existing benches for upright seating
- Station ambassadors to provide passenger support
- Periodically activate station exhaust system to create breezier conditions and supply fresh air



Overnight pressure washing, detailing, and LED lighting upgrade



Before & After:



Conceptual bench design modification to restore original bench purpose for passenger seating until next train

MACARTHUR PARK | NEXT STEPS

- In partnership with CX, SSLE, Transit Oriented Communities, Operations to lead agency task force focused on improving public safety outcomes thru station design interventions
- Follow up with key stakeholders
- January 2023: Phased rollout begins
- July 2023: Conduct passenger surveys
- September 2023: Report back to Board on results
- Metrics to be developed in the coming months and will be evaluated with a focus on customer experience, public safety, operational improvements

A screenshot of a Los Angeles Times article titled "MacArthur Park : Police Try to Retake It From Drug Dealers". The article is by Andrea Ford and is dated June 25, 1989, at 12 AM PT. The text describes a scene of drug dealing in MacArthur Park, mentioning a "Roca roca" and a heavily pregnant woman. The article is dated 1989, which is noted as being years before the Metro Red Line opened.

Sections Los Angeles Times

MacArthur Park : Police Try to Retake It From Drug Dealers

BY ANDREA FORD
JUNE 25, 1989 12 AM PT

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TIMES STAFF WRITER

On a bright, hot afternoon last week, shirtless young men brazenly peddled bags of marijuana on a grassy knoll in MacArthur Park just west of downtown Los Angeles, hurrying toward buyers as they emerged from a tunnel walkway under Wilshire Boulevard.

A short distance away, at a park entrance just off 7th and Alvarado streets, scores of men and women milled about crowded park benches, opening their hands quickly so passers-by could see glass vials of what looked like tiny gray pebbles.

"How much you want, baby?" rasped a heavily made-up, very pregnant woman, whose belly jutted out oddly from a rail-thin body.

"Roca roca. Roca roca," a man standing nearby said repeatedly. 'Roca' is a Spanish term for "rock," or crack cocaine.

This scene unfolded in the sixth week of a massive police crackdown on drug dealing in the park, a square, 32-acre expanse that is the centerpiece of Los Angeles' Westlake District and what may be the most popular open-air drug market in the city.

Since April, police and nearby residents have been trying to take MacArthur Park back from scores of drug addicts and drug sellers who all but overrun whole sections of the park almost everyday.

1989 LA Times article, years before Metro Red Line opened