

Station Experience Updates (January 2025)

A Line Fare Compliance Efforts Bring Promising Results to Safety & Cleanliness

As previously reported, staff have been working with Metro Transit Security to improve fare compliance on other parts of the system, even stations that do not have faregates. This includes increased fare compliance at A Line end-of-line (EOL) stations at APU/Citrus College and Downtown Long Beach, as well as the major transfer hub at Willowbrook/Rosa Parks.

While the first several weeks have consisted of an education-first approach, Transit Security is now transitioning to its standard enforcement. In the first week of this program, staff observed a dramatic turnaround in fare compliance at Willowbrook/Rosa Parks for riders transferring between the A Line and C Line.

At Willowbrook/Rosa Parks:

- Paid turnstile entries have jumped **+101%** (compared to the previous week)
- Emergency swing gate misuse has dropped **-66%** (compared to the previous week)

In the first month of the program, the entire A Line has also seen a **32% drop in reported incidents** on the Transit Watch app compared to the previous month. Custodians assigned to APU/Citrus College EOL Station are also reporting a decrease in loitering and cleanliness issues during this same time period. These results are consistent and similar to the previously reported TAP-to-Exit achievements seen at North Hollywood and Downtown Santa Monica.

Safer, Cleaner Conditions at Reseda with Parking Lot User Safety (PLUS) Program

Staff previously shared that Reseda G Line Station encounters persistent challenges of loitering and illicit activity associated with the nearby interim housing and drug treatment facilities. Staff recently implemented classical music within the G Line boarding areas, which has helped maintain a safe waiting experience for G Line riders on the platforms.

Staff is now expanding this multipronged approach throughout the station's open access parking lot and bicycle path that parallel the station to address the substantial concerns from the community and transit riders as a result of the societal challenges from the surrounding area. Thus far, staff have:

- Relocated problematic trash dumpsters
- Added a Throne restroom to improve cleanliness
- Trimmed overgrown trees and brush
- Installed an ambient sound device in the parking lot, identical to those successfully deployed at APU/Citrus College and 37th St/USC stations

Within the first 48 hours of installation, illicit activity dropped significantly in the west parking lot throughout the day and night. Staff is now 75% complete in restoring appropriate activity throughout the entire station property. Metro Bike locker users now

have substantially safer conditions when storing and accessing their bikes, improving safety for active transportation users.

The remaining 25% of work that needs to be done resides in the east parking lot, which includes visible drug activity in and around an original station bench art piece. This attracts gatherings of individuals engaged in open-air drug use, and intimidating behavior has visibly pushed local bus riders further away from the seating amenities. Many riders are CSUN college students or Northridge Academy High School students who transfer between G Line and Line 240.

Lighting & Safety Improvements at Vermont/Santa Monica B Line Station

During last month's Vermont Transit Corridor project outreach, LA City College leadership conveyed student concerns about illicit activity that persists between the secondary southern Metro entrance and the adjacent city college campus entrance. LA City College is a major partner with Metro, with nearly 3,000 active GoPass participants and nearly 12,000 since inception.

Staff has begun a multipronged effort that incorporates:

- Brighter lighting to illuminate hidden areas
- Upgraded trash cans to improve cleanliness
- Increased tree trimming to address overgrown palm fronds

As a result, staff is beginning to see substantial improvements in time for the Pacific Standard Time change to safety and visibility, particularly for students and workers no longer avoiding the more convenient entrance and even during the evening hours.

No-Cost Bathroom Attendants Improving Safety & Cleanliness at EOL J Line Stations

In the first month of this no-cost pilot inspired by BART, the Return-to-Work staff are seeing strong results from their presence in front of the traditional J Line restrooms at El Monte Station and Harbor Gateway Transit Center, with the following findings:

- Bathrooms are being monitored across nearly 80 uses per weekday morning shift from 6:00 AM to 2:30 PM
- Assigned custodians are noticing a reduction in unwanted behavior (overstays, dirty conditions) compared to before
- Bathroom attendants (some of whom are bus operators and familiar with trip planning) are assisting customers in finding the correct bus bays, routing, and schedules
- Increased foot traffic and approachability naturally deter unwanted behavior seen in front of the previously unmonitored bathrooms
- Return-to-Work staff are often also bus operators, who are familiar with bus bay assignments and trip planning suggestions for customers and are equipped with bus schedules and maps to distribute to customers as needed

Preliminary Work Underway to Improve Safety at Slauson J Line Station

Staff are working on quick-build solutions to improve safety for riders and employees at Slauson J Line Station, which lies in the median of the I-110 Harbor Transitway. This station serves over 2,000 riders per day and is a persistent hotspot for loitering, vandalism, and gang activity from non-destination riders, which has resulted in hostile interactions with Transit Ambassadors and maintenance personnel. There was a fatality stabbing here in June 2024, as well as an alleged drug-related stabbing in July 2024.

As a result, staff are implementing a package of environmental design interventions to this station that will inspire appropriate activity and facilitate a safe working environment for our frontline personnel. These interventions will include:

- Classical music to facilitate short-term waiting for the next bus arrivals
- Closure of secondary, underutilized pedestrian overpass to the Caltrans parking lot, which has significant safety issues and does not functionally serve a useful purpose for riders
- Removal of outdated bench partitions that have created private, hiding areas for illicit activity and replaced with modernized waiting amenities designed for better sightlines and appropriate activity