

Station Experience Updates (March 2025)

Throne Bathrooms Expand to More Stations with Over 1,400 Uses in First Week

As part of the Board-approved expansion plan for safe, clean, free-to-use Throne Bathrooms, staff continued deployment to five new stations last month.

- On Wednesday, February 19, new Throne Bathrooms were deployed to:
 - Harbor Freeway C & J Line Station in South LA
 - Soto E Line Station in Boyle Heights
- On Friday, February 21, bathrooms were added to:
 - Little Tokyo/Arts District A & E Line Station in Downtown LA
 - Highland Park A Line Station in Northeast LA
 - Downtown Santa Monica E Line

Within the first week of installation, these five new locations have seen over 1,400 uses, including over 500 uses at Little Tokyo/Arts District Station and over 250 uses at Downtown Santa Monica Station.

While there is a single employee bathroom at Downtown Santa Monica intended for E Line train operators, the additional staff supporting TAP-to-Exit, HOME Outreach, and Code of Conduct compliance have outgrown the workforce infrastructure at this station. As a result, the new Throne bathroom at Downtown Santa Monica Station not only supports the public but also supports Metro's workforce in providing a basic need that is safe and clean so they can continue to support increased end-of-line cleanliness and safety initiatives.

The fifteen Throne bathrooms at Metro stations and transit centers have successfully served over 165,000 bathroom visits with a 4.1 out of 5-star user cleanliness rating. Throne bathrooms provide a safe, clean, and appropriate place to use the restroom while also leveraging technology to ensure the amenity is not misused. The availability of Throne Restrooms makes our system feel safer and healthier while also contributing to a positive customer experience.

Following the Board-approved expansion plan, Metro will continue rolling out about five new Throne Bathrooms every three months. Up to 50 units will be in place by the World Cup in Summer 2026 and 64 units by early 2027.

Parking Lot User Safety (PLUS) Program Brightens Harbor Gateway Transit Center

The Station Experience team recently received reports from the South Bay Cities Regional Service Council and J Line commuters about dark conditions within the expansive parking lot at Harbor Gateway Transit Center. Upon investigation, the Facilities Maintenance team discovered that the recent rainstorms damaged the lighting conduit, which required repairs. Within two days, crews began repairs to the damaged equipment and completed them within several weeks. As a result, early morning and late evening commuters have improved visibility between the parking lot and bus transit center, and these repairs are also timely with the return of the Dodger Stadium Express service in the coming weeks.