

Station Experience Updates (April 2025)

Taller Faregates at Firestone Station Having a Strong Impact on Fare Evasion

On Wednesday, March 26, Metro completed the installation of its first pilot of taller faregates at Firestone Station. This station typically gets about 2,300 weekday boardings, but according to TAP data, only two in 13 riders tap in to enter.

LIFE program teams have been on-site throughout the installation period to offer customers on-the-spot enrollments at both stations, engaging over 370 people and enrolling 170 new members into the LIFE Program.

Within the first 24 hours, Metro experienced a 225% increase in paid entries at Firestone, comparing the first full day after the gates went live to a sample day from earlier that month.

Separately, TAP Vending Machine (TVM) transactions also increased nearly +170%.

After Firestone, Lake Station will receive the upgrades, with eight more to follow. The Lake Station gates will be installed in coordination with a planned weekend closure to upgrade fire alarm systems later this month.

TAP-to-Exit will eventually expand to include both Firestone and Lake Stations, as the new equipment is capable of supporting this program. TAP-to-Exit will also be implemented at each of the stations receiving taller faregates in 2025, as well as all the new stations opening this year on the B Line, D Line, and the LAX Metro Transit Center.

Throne Bathrooms Expand to More Stations with Nearly 200,000 Uses Recorded

As part of the Board-approved expansion plan for safe, clean, and free-to-use Throne Bathrooms, staff will continue deploying to five more stations this month.

- On Thursday, March 20, bathrooms were added to:
 - Firestone A Line Station in South LA
- In late April, bathrooms will be deployed to:
 - Atlantic E Line Station in East LA
 - Chinatown A Line Station
 - La Cienega/Jefferson E Line Station
 - Vermont/Sunset B Line Station

Following the Board-approved expansion plan, Metro continues to roll 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.

Elevator Attendant Pilot with Return-to-Work Employees Launches at Pershing Square

On Wednesday, March 19, our Return-To-Work unit began assigning Metro employees to the B/D Line at Pershing Square Station.

These Transitional Duty Elevator Attendants help provide additional eyes and ears to monitor elevators and deter inappropriate activity, as well as assist riders with wayfinding and documenting safety, cleanliness, and issues with disruptive passengers to the Transit Watch App and Rail Operations Control Center.

This program, which is already underway to monitor traditional bathrooms at El Monte Bus Station and Harbor Gateway Transit Center, will also expand to other B/D Line station elevators in the coming weeks.