

Station Experience Updates (November 2025)

LAFD Approves TAP-To-Exit's Return to North Hollywood

As an update to the comprehensive discussions with the Los Angeles City Fire Department (LAFD), Metro is pleased to share that LAFD has granted approval to resume TAP-to-Exit (T2E) fare compliance operations at North Hollywood B Line Station, which staff believe is critical as one of several elements in the public safety ecosystem to maintain system safety and cleanliness.

Resuming T2E is a critical element, backed by data and customer sentiment, as evidenced by a 40% reduction in reported security incidents on Transit Watch and a 95% rider satisfaction rate for this program. Once restarted, this would become the first station featuring T2E and the taller faregates, *paired together*. Staff plan to analyze how the integration of both access control initiatives could bring even greater improvements to safety and comfort for Metro riders and frontline employees.

As next steps, the Station Experience team will convene with all supporting stakeholders to discuss public messaging, staffing, and operations, which will inform a restart date that has yet to be determined.

Given that the Metro Board has approved instituting T2E at all gated end-of-line stations, staff are also continuing discussions with LA County FD (LACoFD) for the newly opened Pomona North A Line Station, as well as restarting the Union Station B/D Line in Downtown LA. These discussions are ongoing, and staff will provide updates as the project progresses.

Safe, Clean, Free-To-Use Throne Bathrooms Expanded to More Stations

As part of the Board-approved plan to expand safe, clean bathroom access for station users, staff completed the next round of Throne Bathroom deployment. Thus far, Metro Throne Bathrooms have now been used by nearly 450,000 people, with a resilient 3.91 out of 5-star user cleanliness rating

Throne Bathrooms were installed at the following locations:

- Pomona North (A)
- South Pasadena (A)
- North Hollywood (B)[G]
- Vermont/Beverly (B)
- Terminal 25: Temple/Beaudry DTLA Bus Operator Layover

With this latest round of expansion, there will now be public bathroom access at every End-of-Line terminal across our entire LA County service area. Throne Bathrooms are now available to the public at 28 Metro stations or bus transit centers and at two operator-only locations. These operator-only locations have been very popular among Metro frontline employees, particularly where there is no fixed plumbing, and they have traditionally relied on portable bathrooms that lack air conditioning or touchless features like Throne Bathrooms.

Taller Faregates & Expanded Paid Concourse for Riders Coming to Westlake/MacArthur Park Station

As staff continue to coordinate with TAP on their taller faregate pilot, they are also applying lessons learned from the initial access control strategies implemented in 2023. The original faregate configuration at this station featured four, dispersed entrances across the entire concourse, leading to substantial difficulty in fare compliance and access control.

As a near-term measure, staff instituted designated queuing lanes, similar to those found in stadiums and airports, which better defined entrance and exit pathways, thereby improving passenger flow and the effectiveness of frontline personnel.

With the upcoming taller faregate upgrades to this station, staff are now taking the opportunity to relocate the paid fare boundary to where our temporary queuing lanes begin, which will allow staff to remove the queuing lanes and open up the concourse for riders with valid fare. This work began on October 6, and riders will begin to notice the improvements taking shape in the coming weeks.

LAFD Approves Measures to Address Emergency Swing Gate Misuse

As TAP continues its successful rollout of the taller faregates program, staff have observed and heard that a longstanding, highly visible issue has been the misuse of the vulnerable emergency swing gates to circumvent the faregates. Previous attempts to install taller fence panels, activate alarms, and add more signage have not satisfactorily resolved these issues, as complaints continue to come from customers.

According to recent TAP data, the #1 most violated station for emergency swing gates was Westlake/MacArthur Park, with well over 10,000 openings per week.

Westlake/MacArthur Park		
Week	ESG Openings	Comment
Jul 25 - Jul 31, 2025	12,345	Top ESG violation station
Jul 18 - 24, 2025	12,009	Top ESG violation station
Jul 11 - 17, 2025	11,543	Top ESG violation station
Jul 4 - 10, 2025	11,690	2nd highest, top Wilshire / Vermont 12,455
Jun 27 - Jul 03, 2025	12,449	Top ESG violation station
Jun 19 - 26, 2025	12,389	Top ESG violation station

Given the rampant misuse of the emergency swing gate equipment, staff have worked with TAP and Safety to reconvene a discussion with LAFD on this, as the taller faregates offer greater egress capacity than the older turnstiles. As a result, staff held an on-site demonstration and review of the improved egress calculations with LAFD to demonstrate that the taller faregates on their own can provide equal or better egress

compared to the older design, thus allowing staff to use the taller faregates in lieu of the emergency swing gates at stations with free exits.

Therefore, as part of the taller faregate replacement project at Westlake/MacArthur Park Station, Metro has received LAFD approval to install the taller faregates in lieu of the emergency swing gates, which will still provide code-compliant egress capacity but should significantly improve access control to address these vulnerabilities.



Proposed faregate array at Westlake/MacArthur Park, which uses taller faregates in lieu of emergency swing gates for egress, which had previously been misused over 25,000 times per week

If successful at Westlake/MacArthur Park, staff will investigate how this LAFD-approved strategy could be used at other stations, including consideration of how to incorporate it with the TAP-to-Exit program.

LADOT Partnership Improves Bus Speed & Reliability Into LAX/MTC Station

As staff previously reported on wayfinding improvements for LAX travelers coming from the Westside and Central areas, they have also been addressing opportunities to improve service for riders coming from the South Bay and Gateway Cities areas. In recent discussions with Bus Operations and rider feedback, buses approaching this station from the south would often be held up by a red arrow while waiting in the left-turn pocket, resulting in delayed buses and missed transfer connections for riders.

Working with the Los Angeles Department of Transportation (LADOT), staff were able to identify that the opposing, southbound direction of Aviation Blvd was coordinated with other nearby traffic signals to reduce travel delay, but this came at the expense of northbound transit buses waiting to turn left into LAX/Metro Transit Center. After reviewing the issue, LADOT was able to refine the signal timing to allow left-turning buses to request their green arrow more quickly than before.

Manchester/I-110 Transitway Station's Mini-Makeover

Metro crews from Facilities Maintenance completed the last phase of the J Line mini-makeover improvements on the remaining "Northbound to Downtown LA / El Monte" platform. Improvements mirror what staff recently completed on the "Southbound to Harbor Gateway" platform at this same station, as well as the recent upgrades at

Slauson/I-110 and 37th St/USC Transitway Stations. These upgrades address core safety and cleanliness opportunities, including:

- Brighter lighting
- Relocation of map cases and partitions to eliminate hiding areas that previously invited inappropriate activity
- Repainting faded and vandalized surfaces
- Pressure washing canopies and windows with accumulated freeway soot
- Upgrading and relocating passenger seating and waiting areas to where buses open their doors