Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

Board Report

File #: 2025-0567, **File Type:** Informational Report **Agenda Number:** 40.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 18, 2025

SUBJECT: IMPROVING ACCESS CONTROL

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE updates on the enhanced access control strategies to improve safety for Metro riders and employees, including the weapons detection pilot, expansion of the TAP-to-Exit pilot, expansion of the Elevator Open-Door pilot, expansion of the Smart Restroom pilot, and expansion of the taller faregates pilot.

ISSUE

In response to continual efforts to increase public safety on the system, the Board approved Motion 34.1 by Directors Barger, Krekorian, Hahn, Najarian, Butts, and Solis (Attachment A) in April 2024. The motion directed staff to provide an update on current strategies and research potential new ones to improve safety for Metro riders and employees, and to report back to the Board. This report provides updates on the access control strategies approved by the Board in July 2024.

BACKGROUND

Through Motion 34.1, the Metro Board of Directors directed the CEO to report back on infrastructure, technology, activation, and partnerships to improve safety on the system. As presented to the Board in July 2024, Metro researched technologies to support improved access control, to address the following safety concerns:

- Use and/or possession of weapons on the Metro system
- Fare evasion and fare enforcement
- Enforcement of Metro's exclusion lists for persons violating Metro's Code of Conduct
- Identifying repeat offenders of crimes on the system

In the report back to the Board, staff provided a cost analysis, timelines, and recommendations for expanding early pilot successes, launching new pilots, and providing additional information on video management and analytics.

DISCUSSION

This report provides an update on the ongoing station interventions that all share the same underlying objective: improving safety through access control initiatives for all Metro riders and employees. There are four pilot programs that have been approved for expansion by the Metro Board, as their initial pilots were successful in ensuring that the system is used solely for the purpose of transit, thereby improving safety and security. These include:

- Weapons detection pilot
- TAP-to-Exit Pilot
- Smart Restroom pilot
- Taller faregates pilot

In addition, the roll-out of the Elevator Open-Door Program for all compatible Metro elevators was completed in September 2024, another initiative to enhance safety and cleanliness for all riders and employees on the system.

Throughout all efforts, staff have continued to engage stakeholder groups, including the Public Safety Advisory Committee (PSAC), Community Advisory Council (CAC), and Accessibility Advisory Committee (AAC), and the service councils to promote transparency, community input, and alignment with agency-wide security and customer service objectives.

WEAPONS DETECTION PILOT

In July 2024, Metro launched several proof-of-concept pilots to evaluate multiple weapons detection technologies. Broadly, these initial proof-of-concept pilots focused on two types of weapons detection systems: concealed weapons screening and brandished firearm detection. The initial pilots provided valuable insight into the performance, scalability, and operational requirements of these technologies. It also informed the development of a refined deployment approach that balances detection accuracy with rider throughput and staff resourcing.

Following the completion of a weapons detection proof-of-concept pilot in 2024, in February 2025, the Board approved Motion 39 by Directors Hahn, Barger, Solis, Bass, Dutra and Butts (Attachment B that directed the CEO to extend and expand the deployment of concealed weapons detection systems for 12 months, advance an onboard bus weapons detection pilot, and evaluate the infrastructure requirements needed to support brandished firearm detection with advanced video analytics. This update aligns with the Board directive to provide quarterly reports beginning in June 2025.

Staff has prepared a comprehensive update on ongoing efforts to enhance transit system safety through the deployment and evaluation of advanced weapons detection technologies, and report progress across three major initiatives:

1. The expanded pilot of concealed weapons screening at select rail stations,
2. The development of a first-of-its-kind onboard weapons detection system for buses, and
3. Implementation planning for real-time brandished firearm detection using video analytics.

Concealed Weapons Screening - Rail Station

As part of the expanded concealed weapons detection system pilot, Metro is collecting and analyzing various data points at stations selected for concealed weapons screening deployment. Upon the system's detection of a weapon, Metro Transit Security personnel conduct a field investigation to establish whether it is lawfully possessed or constitutes an unlawful firearm. This deliberate process ensures that any unlawful weapons are addressed with urgency, while upholding the rights of lawful owners. Should a firearm be deemed unlawful, officers immediately secure the weapon, detain the individual, and coordinate with law enforcement to ensure the matter is resolved safely, efficiently, and in full compliance with applicable laws.

- Using a series of metrics aligned with both safety outcomes and customer experience goals that are compliant with Metro's Bias-Free Policing and Data Analytics policies, staff will evaluate the effectiveness, operational feasibility, and public response to Metro's passenger screening for weapons detection pilot. This success metric framework will guide quarterly reporting and inform decisions regarding future deployment, system enhancements, and long-term investments in security infrastructure. A comprehensive evaluation will be conducted at the end of the 12-month pilot extension. To ensure peak performance, TSOs conduct hourly system tests at all screening locations by utilizing their service weapons, achieving a remarkable 99.5% positive detection rate (199/200 tests).

- As a result of security screenings for weapons detection, one firearm has been identified on Metro property to date, demonstrating the effectiveness of these measures in mitigating potential threats. Following a field investigation by MTS and the Los Angeles Police Department, the subject was taken into custody and charged under California Penal Code § 171.7 for knowingly possessing a firearm within a public transit facility.

- The most frequently encountered items during Metro screening operations have been bladed objects that exceed two inches in length. In most cases, these were legitimate work-related tools that patrons were lawfully transporting. Examples include utility knives, kitchen cutlery, and compact pocketknives. Officers use discretion to assess the presence of items and weapons intended to be used to harm others and not work/self-protection items. Scenario-based training was provided to officers to illustrate the difference between items being carried as part of one's "tools" and what constitutes intended use as a weapon.

- Weapons detection screening is mandatory for entry. If an individual declines screening, they will be denied access and asked to leave the premises. Should they refuse to comply, the matter will be escalated to security or law enforcement to ensure the safety of all parties involved. All incidents are thoroughly documented for accountability and review purposes. The information boards are posted ahead of the screening checkpoints, stating and citing the applicable policies.

Weapons Detection at Rail Stations

Metro Transit Security (MTS) Officers deployed to support at select stations for the extended concealed weapons screening pilot have been trained in using the equipment, its functionality, troubleshooting procedures, and calibration protocols. For the first few weeks of each deployment, deputies from the Los Angeles Sheriff's Department (LASD) were present, which established a higher

level of security presence at the four stations so far. Metro Ambassadors and TAP Blue Shirts were also present, speaking to and assisting riders, which helps create a greater sense of safety and visibility.

Below is a summary of findings at the four selected stations; the remaining stations are not identified for operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i). More details can be found in Attachment C.

Norwalk & San Pedro (ended June 29, 2025):

- Deployment: Four hours/day, at varying times.
- Findings: Bladed objects (pocket knives, box cutters, multi-tools) were detected each shift.
- Actions: Items >2” blade length directed for disposal, return to vehicle, or alternate travel. Illegal weapons are referred to law enforcement.
- Results: Consistent patron compliance, positive rider feedback, minimal operational issues.

Compton & Vermont/Beverly (ended August 29, 2025)

- Deployment: Four hours/day, at varying times.
- Findings: Bladed objects were identified each shift, similar to Norwalk/San Pedro.
- Actions: Items >2” blade length directed for disposal, return to vehicle, or alternate travel. Illegal weapons are referred to law enforcement.
- Results: Patron compliance and supportive feedback were consistent across both sites.
- Notable Incident (Vermont/Beverly): On August 11, an individual with an unloaded firearm was identified. LAPD made an arrest.

Customer Feedback Survey

Since the launch of the pilot, Metro has actively welcomed and documented public comments on the weapons detection pilot at Metro Board meetings. These comments, which encompass both support and concern, have helped shape internal discussions regarding operational impacts, privacy considerations, and communication with riders.

MTS personnel deployed at pilot screening locations have also been collecting informal rider feedback during day-to-day operations. Passengers have voluntarily shared a range of opinions, often expressing appreciation for the added security presence, while a few have raised questions about the screening process, equipment, or overall need.

While MTS interactions have provided valuable context, Metro is now implementing a more structured and inclusive public engagement process through the launch of a dedicated weapons detection survey developed jointly by the SSLE and the Customer Experience Department.

The survey is designed to collect quantifiable feedback on public sentiment and rider experience, including:

- Perceived safety
- Support for the pilot
- Non-invasiveness of the process
- Professionalism of staff.

It is available in English and Spanish and went live in late July, accessible through QR codes posted on signage at screening locations moving forward. TAP Blue Shirts have also been distributing flyers with the survey QR code to make it easier for the public to provide their feedback as they use the system. The initial round of surveys was conducted on July 25, July 28, July 30, and August 1. From this round, Metro received 48 responses. The next survey collection at pilot stations is scheduled for the first two weeks of October.

This survey aims to inform the effective design of a much more comprehensive survey effort to be conducted by the agency in early 2026. As such, the initial survey responses are currently limited, so it is too soon to draw conclusions. As outreach efforts for the feedback survey continue, staff will gather and summarize the results to present to the Board in the next quarterly update. The current QR code survey serves as a low-cost, quick feedback mechanism while broader outreach is being developed.

Since staff recognizes that quantitative metrics alone might not fully reflect the operational and perceptual effects of weapons screening in transit settings, integrating qualitative customer feedback from the new survey, reports from MTS field staff, and public comments during Board meetings provides the most complete insights into the program's success. Consequently, the final evaluation will include both measurable results and qualitative/anecdotal information to assess the overall effectiveness of the weapons detection efforts.

Cost-Benefit Analysis
As the 12-month extension of the pilot progresses, staff will also conduct a cost-benefit evaluation to assess the financial feasibility and the overall value of the deployment technologies. Staff will continue to analyze capital costs, including equipment procurement, installation, and system integration, as well as ongoing operational expenses such as staffing, maintenance, and vendor support.

Weapons Detection Onboard Buses
Implementation of bus-based weapons detection requires significant design, engineering, and integration to adapt to different vehicle types. The millimeter wave pilot has advanced to procurement, with a vendor demonstration held on July 15 at Division 13 showing installation options for a 60-foot articulated bus and a 40-foot standard bus. As of September 2, Metro and the vendor remain in discussions to define IT requirements and hardware installation needs. While the current plan anticipates testing on both bus types, the pilot has not yet been finalized. Refer to Attachment E for additional details.

Community Engagement

Metro continues to promote transparency and welcome public input in the rollout of Metro's weapons detection pilot program. Engagement efforts have included both formal and informal methods to gather community feedback, to ensure that safety initiatives align with Metro's customer experience values and accessibility standards.

SSLE has presented updates to and collected feedback from Metro's advisory bodies.

- On July 10, 2025, SSLE staff presented to the Public Safety Advisory Committee (PSAC), sharing updates on the pilot and plans for PSAC members to conduct field surveys; they completed their surveys on August 8, 11, 15, and 18.
- On July 23, 2025, SSLE briefed the Community Advisory Council (CAC) on Phase 1 findings, Motion 39 directives, and June progress. With the support of CAC members, staff scheduled member participation in field survey efforts for September 11 and 12.
- On September 4, 2025, PSAC provided findings from their field surveys to SSLE staff. Staff will convene with PSAC to discuss the findings from the field surveys and provide a summary in the next quarterly update.
- On September 11, 2025, staff provided a follow-up presentation to the Accessibility Advisory Committee (AAC).

Feedback from these bodies will continue to guide Metro's screening operations and communications strategy. SSLE staff will welcome additional opportunities to update Metro's advisory committees as the extended pilot moves forward.

Together, these layered feedback mechanisms form a comprehensive engagement framework that ensures Metro remains receptive to feedback from the communities the agency serves while piloting innovative transit safety solutions.

Video Analytics Brandished Firearm Detection

On May 1, SSLE staff began collaborating with key technical departments across Metro - including Information Technology Services (ITS), Infrastructure Maintenance & Engineering (IM&E), and Vehicle Maintenance & Engineering (VM&E) - to collect detailed information related to CCTV systems deployed across the Bus Fleet, Rail Fleet, Metro facilities and Bus Terminals. This effort is part of a broader internal evaluation aimed at identifying the upgrades necessary to support the reliable detection of brandished firearms through advanced analytics and scalability.

To date, SSLE staff have made steady progress in evaluating existing video infrastructure and camera technologies. The ITS and Maintenance of Way (MOW) departments have initiated a comprehensive assessment of CCTV assets across Metro divisions, stations, and other facilities, with a completion rate of 75%. This evaluation focuses on identifying the specific camera types deployed at each location to determine whether current equipment meets the technical requirements for advanced video analytics, including the detection of brandished firearms. Additionally, SSLE and a nonprofit organization (not identified for operational security purposes) will jointly conduct a comprehensive review of Metro's current CCTV system capabilities, configurations, and integration points. This comprehensive review will directly inform the development of a formal infrastructure readiness assessment. The assessment will serve as a foundational input for planning and implementing future enhancements, particularly for deploying real-time firearm detection analytics on a large scale.

The findings from the internal review will be presented to the Metro Board within the 12-month timeframe of the pilot. A formal update, including the completed readiness assessment and key recommendations, will be provided later this fiscal year. Attachment E provides a high-level

comparison between Mero's current CCTV system capabilities and the minimum technical requirements needed for the successful implementation of real-time firearm detection analytics.

TAP-TO-EXIT PILOT

Since temporarily pausing the TAP-to-Exit pilot program for North Hollywood Station and Union Station at the request of the LA City Fire Department (LAFD) on April 10, there has been an increase in security issues reported on the Transit Watch app and a decrease in fare revenue.

- Union Station saw a +116% increase in reported security incidents
- North Hollywood saw a +67% increase in reported security incidents
- LAPD crime data has shown increased narcotics activity on B Line
- Fare revenue has dropped nearly -$35,000 in the first month of TAP-to-Exit suspension across these two stations

In early June, staff submitted a "Request for Modification" for LAFD to review and authorize the restoration of the program to the stations within their jurisdiction. Staff are working to provide engineering and architectural drawings of the faregates at North Hollywood Station to LAFD within 30 days. Drawings for other stations will follow once Metro staff receive approval for the North Hollywood Station.

The TAP-to-Exit pilot is still being implemented at the Downtown Santa Monica Station, where reported security issues have dropped 83% during this same time period.

Pursuant to the Board approval of Motion 34.1 directing TAP-to-Exit expansion to all end-of-line stations, staff also plans to expand this program to the new A Line Foothill 2B end-of-line at Pomona North Station, pending Los Angeles County Fire Department (LACoFD) concurrence. LACoFD is currently reviewing information regarding this program.

ELEVATOR OPEN-DOOR PILOT

Elevators are a critical component of the station experience, particularly for customers with disabilities, bicycles or other belongings, and parents with strollers. They are also susceptible to misuse due to their confined nature and placement relative to the overall passenger flow of a station.

In the first six months of 2024, there were nearly 150 complaints about station elevators logged through Customer Care, or nearly 1 complaint per day. 4 out of 5 of these complaints are related to security, cleanliness or maintenance concerns about a station elevator. Therefore, staff have continued to identify near-term solutions to quickly respond to these customer pain points. Over the past several months, staff have been incrementally expanding the program to keep elevator doors open when not in use, which has improved safety and cleanliness through natural surveillance and deterrence of illicit activity. Additionally, the open-door pilot aligns well with recently adopted Metro Design Criteria for new facilities, requiring "hands-free" access to elevators to facilitate use by persons not able to actuate elevator call/floor selection buttons.

No issues or problems have been reported by persons with disability regarding the open-door pilot

program. Ambassadors have reported that parents with strollers and customers with bicycles are having an easier time entering the elevator, with additional time and visibility to negotiate their group and belongings into the elevator.

Facilities Maintenance and Security also report significant drops in special cleanups and extended dwelling/willful blocking of the Open-Door Pilot Program at the three new Regional Connector stations. Thereafter, it was expanded to three more stations, including APU/Citrus College A Line Station, Willowbrook/Rosa Parks A & C Line Station, and El Monte J Line Station.

In total, all 57 eligible elevators at Metro's newer stations are now part of the Elevator Open Door Pilot Program, which includes:

- Regional Connector (Little Tokyo/Arts District, Historic Broadway, Grand Ave Arts/Bunker Hill)
- A (Gold) Line (Arcadia, Monrovia, Irwindale, APU/Citrus College)
- A (Blue) Line (Willowbrook/Rosa Parks, Willow St)
- E (Expo) Line (Palms, Expo/Sepulveda, Expo/Bundy)
- K Line (Expo/Crenshaw, MLK Jr., Leimert Park)
- El Monte Bus Station
- NoHo B-G Line Connection Portal
- Universal City/Studio City Pedestrian Bridge across Lankershim Blvd.

SMART RESTROOM PILOT

As part of the Board-approved plan, Throne Bathrooms were added to five new locations in mid-July, now totaling 20 locations across the Metro system. The new locations are as follows:

- Atlantic E Line Station in East LA
- Chatsworth G Line Station
- Crenshaw/I-105 C Line Station
- Redondo Beach K Line Station
- Slauson J Line Transitway Station in South LA

These new locations are already off to a strong start, serving 480 riders within the first 48 hours of full deployment, including early usage and positive reviews from Metro bus operators who serve these locations.

Where Throne Bathrooms have been deployed to Metro stations with elevators, like Vermont/Sunset B Line Station, custodial teams report:

- 45% reduction in urination and defecation cleanups inside the elevators
- 40% reduction for special cleanup calls on the platform and mezzanine levels.

These results are also consistent in suburban communities, where custodians assigned to Chatsworth G Line Station report a nearly 100% reduction in defecation and a 50% reduction in urination cleanups since the Throne Bathroom was added there.

These reductions directly translate into a safer and cleaner environment for riders, particularly those needing to use the elevators, and also allow Metro custodians to focus on regular cleanings throughout the stations.

Beyond the actual maintenance improvements, staff are also seeing an improvement in customer satisfaction with Throne Bathrooms. In a recent survey of over 100 riders at Slauson J Line Transitway Station, 99% of respondents stated that the Throne Bathroom is safer or much safer compared to using a traditional public restroom, and that this made their experience better or much better riding Metro as a result.

As of August 2025, Throne Bathrooms have served nearly 370,000 users across the Metro system, maintaining a positive 4 out of 5-star user cleanliness rating.

TALLER FAREGATES PILOT

As part of the Board approval to expand the taller, modernized faregates to more stations, TAP has now successfully added three more stations online, bringing the total to seven stations featuring the new faregates. The new LAX/MTC station has shown promising results with an increase of more than 13% in valid entries week-over-week (WoW). Staff previously reported significant increases in paid entries at Lake and Firestone stations. This same trend is now showing at the latest stations, with these key findings:

- *NEW* Wilshire/Vermont +35% increase in valid entries year-over-year (YoY)
- *NEW* Vermont/Santa Monica +64% increase in valid entries YoY*NEW* Hollywood/Western +68% increase in valid entries YoY
- Firestone remains strong with +102% increase in valid entries YoY
- Lake remains strong with +62% increase in valid entries YoY

When analyzing the week after faregate installation compared with the week before installation, security incidents reported by the public through the Transit Watch app dropped 24% for the B Line and dropped 20% for the A Line.

Custodial teams assigned to these stations have also observed an increase in riders following the Code of Conduct and respecting the ride. This includes:

- 40% reduction in calls for special cleanups like public urination and defecation, improving their work conditions and allowing them to focus on their recurring duties to keep these stations cleaner

1 Custodians have noticed a substantial increase in riders placing their trash in appropriate receptacles and a corresponding reduction in littering

    - Because more trash has been properly discarded, custodians are now emptying trash

receptacles more frequently than before, rather than cleaning discarded items littered on the ground

Looking ahead, TAP remains on schedule to expand the taller faregate to more stations later this year. See below for the remaining tentative completion dates:

Phase One

- A Line to Pomona - Opening September 19, 2025
  - (Glendora, San Dimas, La Verne, Pomona)
- 7th/Metro - September 2025
1. Willowbrook/Rosa Parks - September 2025
2. Westlake/MacArthur Park - September 2025
3. Pershing Square - September 2025

Phase Two

- Mariachi Plaza - October 2025
- Slauson - October 2025
- Hollywood/Highland - October 2025
- Harbor Freeway - November 2025
- Downtown Santa Monica - November 2025
- Norwalk - November 2025
- Douglas - November 2025
- Allen - December 2025
- Civic Center - December 2025
- Sierra Madre Villa - December 2025
- Aviation/LAX - December 2025

EQUITY PLATFORM

The weapons detection initiatives discussed have been reviewed and are in alignment with Metro's Bias-Free Policing and Data Analytics policies. These screening technologies do not employ facial recognition, and staff utilize pedestrian count intervals to select passengers for secondary screening, minimizing opportunities for profiling. All deployments are reviewed for any ADA accessibility concerns to ensure that all riders can transit through Metro stations without any negative impacts. Moreover, staff continue to engage with and gather feedback from Metro's advisory committees, including Metro's AAC. To collect public feedback, staff have launched a dedicated survey that will support the currently ongoing deployment at Compton as well as future screenings. This survey is available online in English and Spanish via a QR code provided on-site, making it easily accessible to Metro riders at select stations participating in the pilot. Additionally, the other access control pilots, including TAP-to-Exit, Elevator Open-Door, Smart Restroom, and Taller Faregates, do not impact riders with ADA accessibility concerns either.

Ongoing customer surveys for these pilot interventions continue to show strong rider satisfaction, particularly households earning less than $50,000 annually and BIPOC riders. For example, a recently conducted on-site survey of over 100 riders was completed at Slauson J Line Transitway

Station, which resides in an Equity Focus Community. Of the over 100 surveyed riders, 95% were BIPOC, and 9 in 10 resided in a household earning less than $50,000 annually, illustrating that this rider input came directly from communities with the greatest need. These survey results have confirmed near-unanimous support and satisfaction that these pilot interventions are making their customer experience better through improvement of safety perceptions, and that nearly all have indicated they would like to see these pilot interventions added to more Metro stations.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro's Board -adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

**Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.*

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

NEXT STEPS

Staff will continue to advance strategies to improve the safety and security on the metro system and report back to the Board on the performance of the various pilots.

This includes continuing with the implementation of the CEIA OpenGate pilot, rotating deployments at select station entrances, which are not identified for operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i). Staff will monitor key performance indicators related to throughput, false positives, customer experience, and staffing requirements, and refine screening operations accordingly. For the onboard bus detection pilot, SSLE will work to implement the proposed pilot. In parallel, SSLE and Metro's technology groups will advance the agency-wide infrastructure assessment required to support brandished firearm detection and take advantage of the effort to assess readiness for integrating other video analytics solutions. This includes completing site evaluations, confirming equipment compatibility, and developing a phased upgrade plan for key

facilities. The next quarterly report will be submitted to the Board in January 2026 with updated findings, refined evaluations, and recommendations on long-term deployment strategies based on pilot outcomes of the weapons detection pilot.

Concurrently, Metro staff will continue the TAP-to-Exit, Smart Restrooms, and Taller Faregates pilots. Staff will provide engineering and architectural drawings of the faregates at North Hollywood Station to LAFD within 30 days. Smart Restrooms will be added to new locations, according to the schedule. Staff will continue to install the taller faregates at the select rail stations, including for the new rail projects.

ATTACHMENTS

Attachment A - Board Motion 34.1
Attachment B - Board Motion 39
Attachment C - Weapons Detection Onboard Rail System Summary of Current Findings
Attachment D - Norwalk and San Pedro Screening Results & KPI Definitions
Attachment E - Weapons Detection Onboard Buses
Attachment F - Comparison of Current and Required CCTV Capabilities

Prepared by: Robert Gummer, Deputy Chief, System Security and Law Enforcement Officer, (213) 922-4513
Aldon Bordenave, Deputy Executive Officer, System Security and Law Enforcement, (213) 922-4404
Stephen Tu, Deputy Executive Officer, Station Experience, (213) 418-3005
Tisha Bruce, Executive Officer, Finance, (213) 922-7621
Nicholas Kappos, Director, Physical Security, (213) 922-4386

Reviewed by: William Scott, Chief of Police and Emergency Management, Public Safety Department, (213) 922-5448
Jennifer Vides, Chief Customer Experience Officer, Customer Experience Office, (213) 940-4060
Conan Cheung, Chief Operations Officer, (213) 418-3034
Nalini Ahuja, Chief Financial Officer

Digitally approved by *Stephanie Wiggins*, Chief Executive Officer

Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Board Report

File #: 2024-0300, **File Type:** Motion / Motion Response **Agenda Number:** 34.1

REGULAR BOARD MEETING
APRIL 25, 2024

Motion by:

DIRECTORS BARGER, KREKORIAN, HAHN, NAJARIAN, BUTTS, AND SOLIS

Related to Item 34: Bus Operator Retrofit Barriers

SUBJECT: IMPROVING SAFETY FOR METRO RIDERS & EMPLOYEES MOTION

RECOMMENDATION

APPROVE Motion by Directors Barger, Krekorian, Hahn, Najarian, Butts, and Solis directing the Chief Executive Officer to report back to the board in 60 days on:

A. A preliminary investigation into fare gate hardening at our heavy and light rail stations, including identification of resources required, opportunities, and challenges associated with such an effort;

B. An update on implementation of latching faregates upon exit, including the proposed pilots of this technology at both North Hollywood and Union Stations;

C. An update on the proposed pilot interventions at Lake Ave, Hollywood/Highland, Downtown Santa Monica, and Norwalk stations, as highlighted in January's file#: 2023-0539;

D. Data collected on violent crimes committed over the past twelve months on the LA Metro system and any correlation found with an inability of the perpetrator to demonstrate a paid fare;

E. Data on outcomes of arrests for crimes against persons on the LA Metro system over the past twelve months, and instances of reoffending on the system;

F. Any current or recent legislative efforts to strengthen penalties for violent crimes against transit employees.

HAHN AMENDMENT: report back to include recommendations for ways we can keep weapons off our system, including lessons learned from peer transit agencies.

SOLIS AMENDMENT: report back to include how activating our stations, including adding kiosks and

prioritize care first station design improvements, could improve safety and provide jobs to at-risk individuals.

KREKORIAN AMENDMENT:

A. Report back to include recommendations to create holistic and reciprocal communication among Metro, local law enforcement agencies (beyond our contracted partners), the District Attorney's Office, Probation Department, and local court systems to create effective protocol concerning Be on the Lookout "BOLO" notices and Stay Away Orders; and

B. Recommendations for upgrades to the CCTV system on bus and rail facilities to support artificial intelligence and biometric technology to identify those individuals who are known repeat violent offenders, repeat disruptors to operations or individuals banned from the system by court order.

BUTTS AMENDMENT: report back to include staff’s research on current applications of millimeter wave scanners combined with video cameras and artificial intelligence and facial recognition technology that can be installed on train platforms and trains/buses with a feed into command/dispatch centers.

Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Board Report

File #: 2025-0164, **File Type:** Motion / Motion Response **Agenda Number:** 39.

REGULAR BOARD MEETING
FEBRUARY 27, 2025

Motion by:

DIRECTORS HAHN, BARGER, SOLIS, BASS, DUTRA AND BUTTS

CONTINUATION OF WEAPONS DETECTION PILOT

The Los Angeles County Metropolitan Authority utilizes a multi-layered safety approach to help create a safe and comfortable transit experience for Metro riders and employees. Some of these measures include enhanced lighting throughout the system and improved station designs. Some additional safety layers include the deployment of safety personnel such as but not limited to Metro ambassadors, Metro Street Teams, Homeless Outreach Management and Engagement (HOME) teams, law enforcement, and contracted security.

At its April 2024 full board meeting, the Metro Board unanimously approved Motion 34.1, “Improving Safety for Metro Riders & Employees,” which included recommendations for ways to keep weapons off our system, including lessons learned from peer transit agencies.

Subsequently, at the July 2024 meeting, the Board approved a pilot to test several weapons detection technologies at two transit stations on the Metro Rail system. This pilot aimed to test available technology to enhance security and deter weapons from entering the Metro system. The Board has continued to stress the importance of preventing weapons from entering the system as a top priority to urgently strengthen safety for riders and employees. Over the past four months, multiple vendors provided equipment at no cost to Metro to evaluate the feasibility and effectiveness of these technologies.

The results of this evaluation have demonstrated the potential of these technologies to improve safety for our riders and provide a visible deterrent to individuals carrying prohibited items. Findings from these pilots indicate that Metro’s Customer Code of Conduct, which prohibits weapons or instruments intended for use as weapons, can be further enforced using advanced detection technology.

The pilot evaluation also gave Metro valuable insights about the system’s accuracy, passenger flow, operational feasibility, and scalability. While both the detection systems that were tested showed similar effectiveness in identifying concealed weapons, the pillar-type system demonstrated advantages in flexibility, portability, and reduced infrastructure requirements. However, the pilot also revealed a high rate of false positives, which required Metro to position additional security personnel

for secondary screening to minimize delays for our riders. Staff also tested brandished firearm detection through video analytics and identified a system that could integrate with Metro's existing security infrastructure once it is upgraded to a digital system.

Metro staff continue to explore the feasibility of deploying weapons detection solutions on board buses and trains. While buses present unique challenges for weapons detection, Metro staff have shared in their report that millimeter wave screening technology capability could allow for on-board weapons detection systems on our buses.

In light of the ongoing challenges and evolving safety concerns raised by our riders and employees, Metro should continue to assess, improve, and further explore the various tools, such as weapons detection systems, that could be implemented and/or strategically deployed to enhance safety on our Metro system.

SUBJECT: CONTINUATION OF WEAPONS DETECTION PILOT MOTION

RECOMMENDATION

APPROVE Motion by Directors Hahn, Barger, Solis, Bass, Dutra and Butts to direct the Chief Executive Officer to:

A. Extend and expand the deployment of the "pillar-type" weapons detection system pilot for 12 months to additional key high-traffic transit stations to gather additional data on effectiveness, false positives, staffing needs, and any impacts to passenger experience;

B. Conduct a 12-month pilot of weapons detection technology aboard a minimum of (2) Metro buses;

C. Provide a quarterly report on the requirements, feasibility, and timeline for upgrading Metro's video and camera system, to include the integration of brandished firearm detection analytics. This report should outline the infrastructure needs, estimated costs, and privacy considerations to ensure alignment with the agency's broader safety and security goals; and

D. Report back to the Board in June 2025, and on an as-needed basis, with findings and recommendations from the continued pilots.

WEAPONS DETECTION ONBOARD RAIL SYSTEM
Summary of Current Findings

Metro Transit Security (MTS) Officers deployed to support at select stations for the extended concealed weapons screening pilot have been trained in using the equipment, its functionality, troubleshooting procedures, and calibration protocols. For the first few weeks of each deployment, deputies from the Los Angeles Sheriff's Department (LASD) were present, which established a higher level of security presence at the four stations so far. Metro Ambassadors and TAP Blue Shirts were also present, speaking to and assisting riders, which helps create a greater sense of safety and visibility.

Below is a summary of findings at the four selected stations; the remaining stations are not identified for operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i).

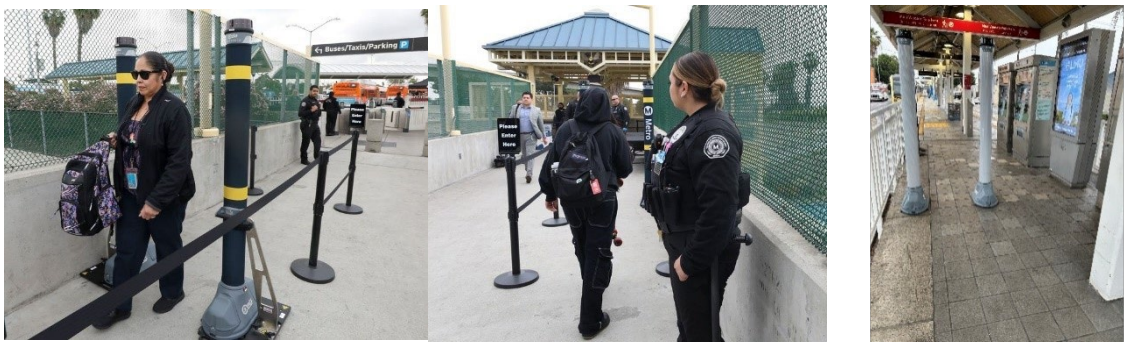
Norwalk and San Pedro

Deployments at Norwalk and San Pedro stations concluded on June 29, 2025. The duration of each deployment was four hours per day, at undisclosed times. During these deployments, TSOs identified a few bladed objects per shift, including pocket knives, box cutters, and multi-tools, all of which were disclosed by patrons during secondary screenings initiated by OpenGate system alerts; passengers identified these items as tools that are kept out of reach. There were some instances involving knives with blades exceeding the legal length of two inches. When this occurred, patrons were directed to either return the object to their vehicles, discard the item in a wastebasket, or choose a different method of travel. When a weapon was deemed to be illegal, staff notified the respective law enforcement agency and requested a response. Overall, officers noted consistent patron compliance, informal comments in support, and screening operations allowed customer interaction without significant operational friction.

The tables below provide brief findings from the completed deployments at Norwalk and San Pedro, respectively.

Norwalk C Line Station	
April 28 - June 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	5
Individuals Declining Screening	2
Individuals Who Missed Their Scheduled Trains	2
Secondary Screening Time (seconds)	15
Average # of Patrons Screened	711

San Pedro A Line Station	
April 28 - June 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	2
Individuals Declining Screening	2
Individuals Who Missed Their Scheduled Trains	2
Secondary Screening Time (seconds)	13
Average # of Patrons Screened	525



Concealed Weapons Screening at Norwalk Station (Left & Center); Screening at San Pedro (Right)

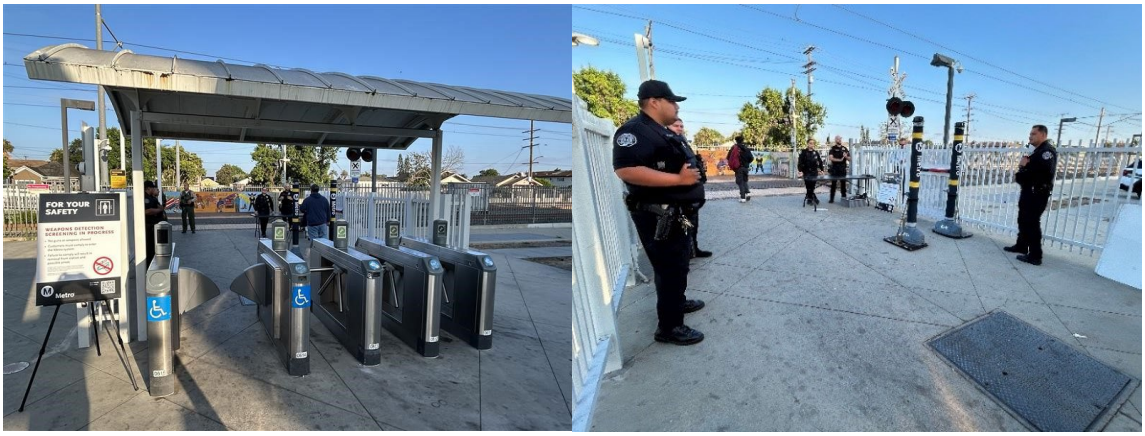
For additional information on the key metrics, definitions, purpose, and results of the concluded Norwalk and San Pedro station screening deployments, see Attachment C.

Compton

On June 30, 2025, the next weapons detection screening began at Compton A Line Station. Similar to the previous two stations, TSOs have identified a few bladed objects per shift so far, all of which were disclosed by patrons during secondary screenings triggered by OpenGate system alerts. Additionally, officers have noted consistent patron compliance, as well as informal comments in support, and screening operations have allowed for customer interaction without significant operational friction.

The table below presents the preliminary findings collected at this station.

Compton A Line Station	
June 30 - August 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	6
Individuals Declining Screening	4
Individuals Who Missed Their Scheduled Trains	3
Secondary Screening Time (seconds)	12
Average # of Patrons Screened	404



Concealed Weapons Screening at Compton Station

Vermont/Beverly

On July 31, 2025, the weapons detection system screening began at Vermont/Beverly B Line Station.

Vermont/Beverly B Line Station	
July 31 to August 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	5
Individuals Declining Screening	4
Individuals Who Missed Their Scheduled Trains	3
Secondary Screening Time (seconds)	12
Average # of Patrons Screened	429

Notably, on August 11, TSOs were utilizing the new weapons detection system when they identified and apprehended an individual carrying an unloaded firearm. This swift and decisive action, resulting in the suspect's arrest by LAPD, highlights the system's ability to act as a crucial defense layer, deterring potential threats and contributing to the safety of passengers and staff. This incident reinforces the importance of a multi-layered security approach, which includes technology, trained personnel, and partnerships with law enforcement agencies. This initial success provides evidence of the system's effectiveness and its vital role in Metro's commitment to a safe transit environment.

Firearm Detected at Vermont/Beverly Station

Norwalk and San Pedro Station Screening Results & KPI Definitions

Norwalk Station

KPI	Definition	Goal	30-Day Avg (Pre-Deployment)	30-Day Avg (During Deployment)	Data Source
Weapons Arrests (Possession)	Number of arrests for possession of a weapon (gun or knife) detected during pilot deployments.	Decrease weapons arrests by 30%.	**Less than 1** 3 in the prior 12 months	**0** 0 during 60-day deployment	LAPD / LASD Data
Assault with Weapon (Gun/Knife)	Number of assaults involving a weapon occurring at screening locations.	Decrease assaults with a weapon by 30%.	**Less than 1** 1 in the prior 12 months	**0** 0 during 60-day deployment	LAPD / LASD Data
False Negatives	Incidents where a test weapon passes through the system undetected (the system fails to alert).	False negatives <1% occurrence.	**Not Applicable**	**0.57%** Per 4-hr Screening Deployment	Weapon System UI
Weapons Detected	Instances where the system alerts and a weapon is found during the secondary search.	Average number of weapons detected per screening period during 60-day deployment.	**Not Applicable**	**4** Per 4-hr Screening Deployment	Weapon System UI
Transit Watch Incident Reports (Gun/Knife)	Number of gun/knife-related incident reports submitted via the Transit Watch app during the pilot period at the stations.	Decrease by 25%.	**0.17** 2 in the prior 12 months	**0** 0 during 60-day deployment	Transit Watch Admin Portal
Online Sentiment (Social Media)	Monitoring of social media posts/comments mentioning weapons detection at Metro facilities.	Decrease negative sentiment of public safety by 10%, measured at 60-day intervals after pilot initiation, compared to the 60 days before the pilot began.	**0** 0 in the prior 12 months	**0** 0 during 60-day deployment	AlphaVu Platform

San Pedro Station

KPI	Definition	Goal	30-Day Avg (Pre-Deployment)	30-Day Avg (During Deployment)	Data Source
Weapons Arrests (Possession)	Number of arrests for possession of a weapon (gun or knife) detected during pilot deployments.	Decrease weapons arrests by 30%.	**Less than 1** 1 in the prior 12 months	**0**	LAPD / LASD Data
Assault with Weapon (Gun/Knife)	Number of assaults involving a weapon occurring at screening locations.	Decrease assaults with a weapon by 30%.	**0**	**Less than 1** 1 during 60-day deployment	LAPD / LASD Data
False Negatives	Incidents where a test weapon passes through the system undetected (the system fails to alert).	False negatives <1% occurrence.	**Not Applicable**	**.62%** Per 4-hr Screening Deployment	Weapon System UI
Weapons Detected	Instances where the system alerts and a weapon is found during the secondary search.	Average number of weapons detected per screening period during 60-day deployment.	**Not Applicable**	**3** Per 4-hr Screening Deployment	Weapon System UI
Transit Watch Incident Reports (Gun/Knife)	Number of gun/knife-related incident reports submitted via the Transit Watch app during the pilot period at the stations.	Decrease by 25%.	**Less than 1** 2 in the prior 12 months	**0** 0 during 60-day deployment	Transit Watch Admin Portal
Online Sentiment (Social Media)	Monitoring of social media posts/comments mentioning weapons detection at Metro facilities.	sentiment of public safety by 10%, measured at 60-day intervals after pilot initiation, compared to the 60 days before the pilot began.	**0** 0 in the prior 12 months	**0** 0 during 60-day deployment	AlphaVu Platform

Notes:
The 30-Day Average for Weapons Arrests (Possession) and Assault with Weapon (Gun/Knife) represent the average number of incidents 12 months before ("Pre-Deployment") and during the weapons detection 60-day screening deployment, both normalized to give an average over 30 days for comparison.

The percentage in False Negatives indicates the daily rate at which the system failed to generate an alert of a firearm present during the hourly validation walkthrough conducted by an armed Transit Security Officer (TSO) and thus point to the observed likelihood that the system would not detect a firearm during passenger screening.

Weapons Detected is the average number of weapons observed during daily screening deployments over 30-days.

Similar to the first two KPIs, Transit Watch Incident Reports (Gun/Knife) and Online Sentiment (Social Media) represent the average number of incidents 12-months before ("Pre-Deployment") and during the weapons detection 60-day screening deployment, both normalized to give a daily average over 30 days for comparison..

Weapons Detection Onboard Buses – Update

The establishment of a bus-based weapons detection system requires a comprehensive undertaking encompassing design, engineering, product development, and the installation of a system adaptable to diverse bus architectures.

The at-cost millimeter wave weapons detection pilot project has advanced to the procurement stage. On July 15, a millimeter wave technology vendor visited Division 13 and provided Metro staff with a demonstration of Option 1 (installation on a 60-foot articulated bus) and Option 2 (installation on a 40-foot standard bus). Further coordination with the vendor will take place to determine which bus or buses will be equipped and when the installation will occur.

As of September 2, Metro and the vendor remain in active discussions to refine the specific IT requirements and hardware installation needs for the millimeter wave weapons detection pilot. While the current plan envisions installation on both a 60-foot articulated bus and a 40-foot standard bus to test performance across vehicle types, these details are still under review, and the pilot has not yet been finalized. At this stage, there are no tangible updates to report, but this information is included here to keep the Board apprised of these ongoing efforts.

Comparison of Current and Required CCTV Capabilities

Category	Current Metro CCTV Capabilities	Requirements for Brandished Firearm Detection Analytics
Camera Resolution	Low to standard definition; optimized for constant live-viewing requirements	High-definition (HD) or greater to ensure visual clarity for detection
Frame Rate	Minimal frame rate; sufficient for monitoring	High, stable frame rate required for frame-to-frame analysis
Network Bandwidth	Limited; configured for low data throughput	High bandwidth is necessary to support streaming video across the network
Storage Capacity	Optimized for incident-based playback	Rapid-access capability for video-based AI processing and review
Camera Processing Load	Low processing demand; not designed for analytics workloads	Continuous data streaming to edge servers or cloud analytics systems
System Longevity	Standard operational lifespan expected	Risk of accelerated wear from higher operating loads
Use Case Fit	Suitable for live monitoring and post-incident review	Must support real-time object recognition and alert generation via AI tools

Improving Access Control

Operations, Safety, and Customer Experience Committee
September 18, 2025

Metro

Concealed Weapons Screening Pilot

12 target station locations were identified*, guided by data on weapons-related incidents, Transit Watch app reports, entrance counts, and feasibility of setup.

Initial Findings from First Four Stations:

Norwalk C Line Station	
April 28 - June 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	5
Individuals Declining Screening	2
Individuals Who Missed Their Scheduled Trains	2
Secondary Screening Time (seconds)	15
Average # of Patrons Screened	711

San Pedro A Line Station	
April 28 - June 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	2
Individuals Declining Screening	2
Individuals Who Missed Their Scheduled Trains	2
Secondary Screening Time (seconds)	13
Average # of Patrons Screened	525

Compton A Line Station	
June 30 - August 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	6
Individuals Declining Screening	4
Individuals Who Missed Their Scheduled Trains	3
Secondary Screening Time (seconds)	12
Average # of Patrons Screened	404

Vermont/Beverly B Line Station	
July 31 to August 29, 2025	
Event/Metric	**Average per Shift**
Illegal Firearms Detected	0
Bladed Objects Encounters	5
Individuals Declining Screening	4
Individuals Who Missed Their Scheduled Trains	3
Secondary Screening Time (seconds)	12
Average # of Patrons Screened	429

Metro

- Notable Incident (Vermont/Beverly): On August 11, an individual with an unloaded firearm was identified, and LAPD made an arrest. This was a single incident, which did not impact the averages by shift.

*Selected stations are not identified for *operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i).*

Weapons Detection Onboard Buses

Implementation of bus-based weapons detection requires significant design, engineering, and integration to adapt to different vehicle types.

The millimeter wave pilot has advanced to procurement, with a vendor demonstration held on July 15 at Division 13 showing installation options for a 60-foot articulated bus and a 40-foot standard bus.

As of September 2, Metro and the vendor remain in discussions to define IT requirements and hardware installation needs. While the current plan anticipates testing on both bus types, the pilot has not yet been finalized.

Metro

Video Analytics
Brandished Firearm Detection

On May 1, SSLE staff began collaborating with key technical departments across Metro to collect detailed information related to CCTV systems deployed across the Bus Fleet, Rail Fleet, Metro facilities and Bus Terminals.

SSLE and a nonprofit organization will jointly conduct a comprehensive review of Metro's current CCTV system capabilities, configurations, and integration points.

- Directly informs the development of a formal infrastructure readiness assessment and serve as a foundational input for planning and implementing future enhancements, particularly for deploying real-time firearm detection analytics on a large scale.

Category	Current Metro CCTV Capabilities	Requirements for Brandished Firearm Detection Analytics
Camera Resolution	Low to standard definition; optimized for constant live-viewing requirements	High-definition (HD) or greater to ensure visual clarity for detection
Frame Rate	Minimal frame rate; sufficient for monitoring	High, stable frame rate required for frame-to-frame analysis
Network Bandwidth	Limited; configured for low data throughput	High bandwidth is necessary to support streaming video across the network
Storage Capacity	Optimized for incident-based playback	Rapid-access capability for video-based AI processing and review
Camera Processing Load	Low processing demand; not designed for analytics workloads	Continuous data streaming to edge servers or cloud analytics systems
System Longevity	Standard operational lifespan expected	Risk of accelerated wear from higher operating loads
Use Case Fit	Suitable for live monitoring and post-incident review	Must support real-time object recognition and alert generation via AI tools

Community Engagement

SSLE has presented updates to and collected feedback from Metro's advisory bodies.

- On July 10, 2025, SSLE staff presented to the Public Safety Advisory Committee (PSAC), sharing updates on the pilot and plans for PSAC members to conduct field surveys; they completed their surveys on August 8, 11, 15, and 18.
- On July 23, 2025, SSLE briefed the Community Advisory Council (CAC) on Phase 1 findings, Motion 39 directives, and June progress. With the support of CAC members, staff scheduled member participation in field survey efforts for September 11 and 12.
- On September 4, 2025, PSAC provided findings from their field surveys to SSLE staff. Staff will convene with PSAC to discuss the findings from the field surveys and provide a summary in the next quarterly update.
- On September 11, 2025, staff provided a follow-up presentation to the Accessibility Advisory Committee (AAC).

Metro

TAP-to-Exit Pilot

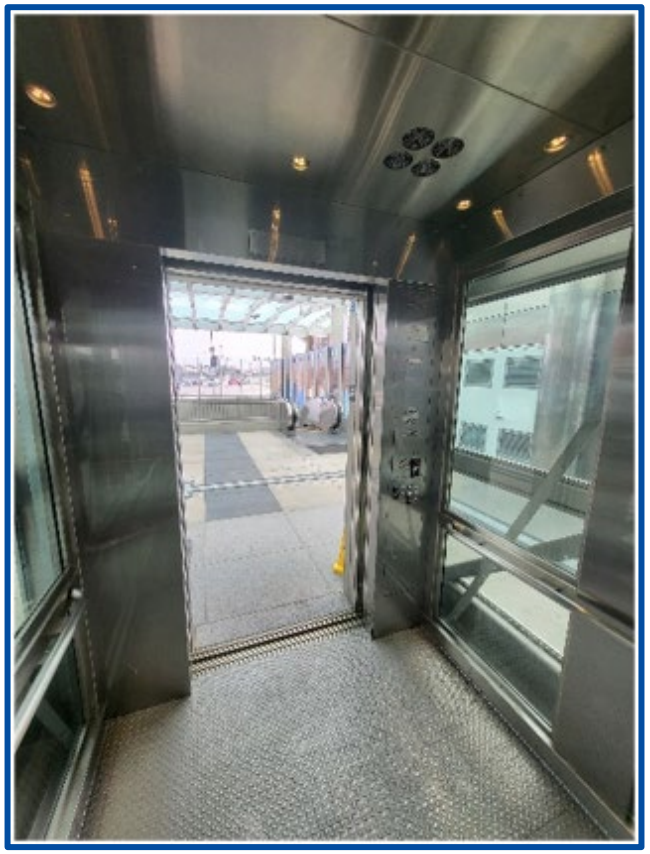
- Since temporarily pausing the TAP-to-Exit pilot program for North Hollywood Station and Union Station at the request of the LA City Fire Department (LAFD) on April 10, there has been an increase in security issues reported on the Transit Watch app and a decrease in fare revenue.
    - Union Station saw a +116% increase in reported security incidents
    - North Hollywood saw a +67% increase in reported security incidents
    - LAPD crime data has shown increased narcotics activity on B Line
    - Fare revenue has dropped nearly -$35,000 in the first month of TAP-to-Exit suspension across these two stations
- In early June, staff submitted a “Request for Modification” for LAFD to review and authorize the restoration of the program to the stations within their jurisdiction.
    - Staff are working to provide engineering and architectural drawings of the faregates at North Hollywood Station to LAFD within 30 days.
- Pursuant to the Board approval of Motion 34.1 directing TAP-to-Exit expansion to all end-of-line stations, staff also plans to expand this program to the new A Line Foothill 2B end-of-line at Pomona North Station, pending Los Angeles County Fire Department concurrence.

Metro

Elevator Open-Door Pilot

In total, **all 57 eligible elevators at Metro's newer stations are now part of the Elevator Open Door Pilot Program**, which include:

- Regional Connector (Little Tokyo/Arts District, Historic Broadway, Grand Ave Arts/Bunker Hill)
- A (Gold) Line (Arcadia, Monrovia, Irwindale, APU/Citrus College)
- A (Blue) Line (Willowbrook/Rosa Parks, Willow St)
- E (Expo) Line (Palms, Expo/Sepulveda, Expo/Bundy)
- K Line (Expo/Crenshaw, MLK Jr., Leimert Park)
- El Monte Bus Station
- NoHo B-G Line Connection Portal
- Universal City/Studio City Pedestrian Bridge across Lankershim Blvd.



Metro

No issues or problems have been reported by persons with disability regarding the open-door pilot program. Ambassadors have reported that parents with strollers and customers with bicycles are having an easier time entering the elevator.

Smart Restroom Pilot

As part of the Board-approved plan, Throne Bathrooms were added to five new locations in mid-July, now totaling **20 locations across the Metro system**.

Where Throne Bathrooms have been deployed to Metro stations with elevators, like Vermont/Sunset B Line Station, custodial teams report:

- **45% reduction in urination and defecation cleanups** inside the elevators
- **40% reduction for special cleanup calls** on the platform and mezzanine levels.

Chatsworth G Line Station reported a **nearly 100% reduction in defecation and a 50% reduction in urination cleanups** since the Throne Bathroom was added there.

As of August 2025, Throne Bathrooms have served nearly 370,000 users across the Metro system, maintaining a positive 4 out of 5-star user cleanliness rating.

Taller Faregates Pilot

TAP has now successfully added three more stations online, bringing the total to **seven stations featuring the new faregates**.

Staff previously reported significant increases in paid entries at Lake and Firestone stations. This same trend is now showing at the latest stations, with these key findings:

- *NEW* Wilshire/Vermont +35% increase in valid entries year-over-year (YoY)
- *NEW* Vermont/Santa Monica +64% increase in valid entries YoY
- *NEW* Hollywood/Western +68% increase in valid entries YoY
- Firestone remains strong with +102% increase in valid entries YoY
- Lake remains strong with +62% increase in valid entries YoY
- LAX/MTC station has shown promising results with an increase of more than 13% in valid entries week-over-week

When analyzing the week after faregate installation compared with the week before installation, security incidents reported by the public through the Transit Watch app **dropped -24% for the B Line** and **dropped -20% for the A Line.**

Phase 2 - Retrofit Taller Faregates (Tentative Schedule)	
Station	Estimated Completion Date
Marichi Plaza	October 2025
Slauson	October 2025
Hollywood/Highland	October 2025
Harbor Freeway	November 2025
Downtown Santa Monica	November 2025
Norwalk	November 2025
Douglas	November 2025
Allen	December 2025
Civic Center	December 2025
Sierra Madre Villa	December 2025
Aviation/LAX	December 2025

	New Rail Projects (Tentative Schedule)	
No	Rail Project	Installation Date
1	LAX/MTC	In Service 6/6/25
2	A Line to Pomona	By 9/19/25
3	PLE-1	By 12/2025
4	PLE-2	By 8/31/26

Metro

Looking ahead, TAP remains on schedule to expand the taller faregate to more stations later this year.