



## Board Report

File #: 2026-0221, File Type: Contract

Agenda Number: 36.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

**SUBJECT: ACCELERATED THRONE SMART MOBILE RESTROOMS DEPLOYMENT**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. OP128820000 with Throne Labs, Inc. to accelerate the deployment of the Throne smart restrooms and realign service levels, in the Not-to-Exceed (NTE) amount of \$3,060,590, increasing the total NTE contract amount from \$21,138,608 to \$24,199,198.

#### **ISSUE**

At its July 2024 meeting, the Board approved the implementation of enhanced access control strategies, to include the expansion of the smart restroom pilot from 10 stations to 64 stations and transit centers.

The Notice to Proceed for the four-year contract with Throne Labs, Inc was issued in January 2025. The contract established a rollout schedule of five Smart, ADA-Accessible Throne restrooms every quarter (approximately every three months). Under the original schedule, all 64 restroom units were to be installed by January 2027, with the contract remaining in effect through December 31, 2028.

The partnership with Throne Labs, Inc has been highly successful during the first year of deployment, serving thousands of Metro riders and community members across the system and achieving a strong user cleanliness rating of approximately 4 out of 5-stars, significantly outperforming traditional restroom models. Metro is seeking an accelerated deployment schedule for the Smart, ADA-Accessible restroom units, along with a service realignment to better match demand at each location. This accelerated approach would allow Metro to complete installation of all 64 restroom units in advance of the 2026 FIFA World Cup in Los Angeles, beginning June 12, 2026.

#### **BACKGROUND**

Throne is a company with specialized, proprietary equipment that increases public access to bathrooms. Throne's innovative and proprietary smart bathrooms are portable, data-driven, access-

controlled, and offered as part of a fully integrated, specialized service model.

The company's success in delivering consistently positive bathroom experiences stems directly from its proprietary and specialized end-to-end control of both physical infrastructure and service operations. The company's data-driven approach synthesizes real-time usage patterns, sensor data, and user feedback to orchestrate precision cleaning and maintenance. This integrated, proprietary model is available exclusively as an all-inclusive monthly service.

Metro's Throne restroom pilot launched in October 2023 with four locations and expanded to 10 locations in May 2024. At its July 2024 meeting, the Board approved further expansion of the program to up to 64 locations systemwide over the next three years.

The installation of the Throne restroom units was originally scheduled to be completed by January 2027. Restroom locations are prioritized by Metro, with input from Throne Labs, Inc., based on site feasibility and operational needs. Locations are evaluated using the following criteria:

- Station ridership data
- Station cleanliness needs
- Frequency and impact of special events
- Lack of existing restroom access
- Metro operator layover locations

Within the first calendar year of the Throne restroom rollout, Metro frontline personnel have reported an approximate 60% reduction in defecation and urination at bus and rail stations where units have been installed. Additionally, riders have expressed strong support for expanding the availability of Throne restrooms and accelerating the pace of deployment. Metro has also observed significantly fewer instances of misuse or illicit activity compared with traditional restroom facilities, helping maintain safe and clean conditions for transit patrons and contributing to higher customer satisfaction.

To date, the program has recorded more than 610,000 restroom uses across nearly forty stations, with users rating restroom cleanliness at nearly 4 out of 5 stars. There have been no reported major crimes or fatalities associated with Throne restroom units, incidents that are more commonly associated with traditional restroom designs, further supporting the effectiveness of the program.

## **DISCUSSION**

Metro has an agreement to rent up to 64 smart, mobile restrooms operated and serviced from January 1, 2025, through December 31, 2028. These units include safety and access controls that allow patrons to unlock and use the restroom through their mobile phone. The units operate independently from the electrical grid and water or sewer connections, allowing them to be deployed flexibly at Metro locations throughout Los Angeles County. All publicly accessible units are ADA-compliant.

Throne Labs Inc. provides the access control technology, including cellular phone-activated entry,

maintains a real-time data portal for Metro to monitor usage and performance, and as the Throne units are leased, performs all cleaning and maintenance services for the units throughout the duration of the agreement.

The program has demonstrated strong performance metrics and positive customer feedback, supporting Metro’s evaluation of an accelerated deployment strategy. Based on these positive outcomes, Metro has evaluated an accelerated plan to install up to 64 restroom locations across the system.

Several locations are already experiencing higher-than-anticipated usage. For example, the Little Tokyo/Arts District station averages nearly 200 uses per weekday and more than 250 on weekends, making it the busiest Throne restroom in North America. High usage levels can make it more difficult to maintain optimal cleanliness conditions and may affect customer ratings. Realigning service levels across existing and future units will help ensure restrooms receive appropriate servicing based on demand, improving cleanliness, reducing wait times, and enhancing the overall customer experience. Table 1 outlines the recommended service realignment.

**Table 1: Throne Restrooms with Recommended Service Realignment**

<b>Unit Types</b>	<b>Initial Contract Agreement</b>	<b>With Service Realignment</b>
Hub (2–3 cleans daily)	13	8
Scrub (3–4 cleans daily)	32	15
Scrub Ultra (4+ cleans daily)	19	41
<b>Total</b>	<b>64</b>	<b>64</b>

**DETERMINATION OF SAFETY IMPACT**

The proposed contract modification to accelerate the deployment of Throne smart restrooms and realign servicing levels is expected to have a positive impact on safety across the Metro system. Increasing the availability of restroom facilities at stations helps reduce instances of public defecation and urination, which can create unsanitary conditions and potential health hazards for riders, employees, and custodial staff. Since the initial deployment of Throne restrooms, frontline personnel have reported an estimated 60% reduction in such incidents at locations where units have been installed, contributing to a cleaner and safer station environment.

The Throne restroom units incorporate controlled access technology, including mobile phone-activated entry and real-time monitoring capabilities, which help deter misuse and reduce opportunities for illicit activity commonly associated with traditional public restroom facilities. These design features support safer restroom usage while allowing system performance monitoring and the ability to respond quickly to operational needs.

Accelerating the installation of the remaining units ahead of major international events will also help Metro manage increased ridership and visitor activity by providing safe, accessible restroom facilities

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throughout the system. Overall, the proposed contract modification will enhance station safety, improve cleanliness conditions, and support a more secure and comfortable experience for transit riders and employees.

### **FINANCIAL IMPACT**

The accelerated deployment of the remaining Throne restroom units and the recommended service realignment will increase the original contract value by \$3,060,590.

The original budgeted amount for the Throne contract in FY26 is \$3,172,740.60. There is sufficient LOP funding available within capital project 204811 to support both the accelerated deployment of the Throne restroom units and the recommended service realignment. As a result, the proposed contract increase can be accommodated within the existing approved capital budget and will not require additional project funding.

#### **Impact to Budget**

Since this is a contract modification for a multi-year contract, the cost center manager and Deputy Executive Officer, Station Experience, will be accountable for budgeting the cost in FY26 and future years.

### **EQUITY PLATFORM**

Out of the 35 Throne restroom locations, 21 units (60%) reside in Equity Focus Communities (EFCs). While users may begin their trip in EFCs, they may also travel to stations outside of EFCs for access to opportunities. All locations are cleaned and maintained using Throne Labs standard process, assuring that restrooms in these communities are clean and maintained in the same manner as other restrooms that are not located within these communities. The following Table 2 outlines where the Throne restrooms and Metro stations are located throughout the Equity Focus Communities in Los Angeles County. Attachment D depicts the stations with Thrones, as of January 2026.

Throne Labs did not make a Disadvantaged Business Enterprise (DBE) commitment on this contract. It is expected that Throne Labs will continue to perform the services of this contract with its own workforce.

**Table 2: Throne Restrooms at Metro Stations in Equity Focus Communities**

Line	Station	EFC
A	Willow	x
A	Sierra Madre Villa	x
A	Highland Park	x
A	Firestone	✓
A	Chinatown	✓
A	Memorial Park	✓
A	Pomona	✓
A	South Pasadena	x
A	Artesia	✓
A	APU/Citrus College	x
A / C / Bus	Willowbrook/Rosa Parks	✓
A / E	Little Tokyo/Arts District	✓
B	Vermont/Sunset	✓
B	North Hollywood	✓
B	Vermont/Beverly	✓
B	Universal City/Studio City	x
B / D	Westlake/MacArthur Park	✓
C	Norwalk	x
C	Crenshaw	✓
C / J	Harbor Freeway	✓
E	Soto	✓
E	Downtown Santa Monica	x
E	Culver City	x
E	Atlantic	✓
E	Expo/Sepulveda	x
E	Indiana	✓
G	Reseda	✓
G	Chatsworth	x
G	Canoga	x
J	Slauson	✓
K	Expo/Crenshaw	✓
K	Redondo Beach	x
K	Leimert Park	✓

**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 capital improvement investments of deploying smart, ADA accessible restrooms 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**

Approval of this recommendation supports the following Metro Strategic Plan Goal #2 to deliver outstanding trip experiences for all users of the transportation system. This accelerated deployment and service realignment supports Metro's goal by expanding access to clean, safe, and reliable restroom facilities across the system. Access to restroom amenities is an important component of customer comfort, particularly for riders taking longer trips, traveling with children, older adults, people with disabilities, and those attending large regional events.

### **ALTERNATIVES CONSIDERED**

One alternative would be to continue deploying the Throne restrooms according to the original installation schedule established under the current contract. Under this approach, restroom units would continue to be installed at the previously planned pace, resulting in only approximately half of the total 64 units being operational by the start of the 2026 FIFA World Cup in Los Angeles. This option would limit restroom availability across the Metro system during a period when significantly higher ridership and visitor activity are anticipated.

Another alternative would be to maintain the existing service and cleaning schedule for the restroom units without realigning servicing levels to match observed demand. Under this approach, high-use locations would continue to experience cleaning frequencies that may not adequately reflect current usage patterns, which could result in lower cleanliness conditions and reduced customer satisfaction ratings at several stations.

Neither alternative is recommended, as they would limit Metro's ability to meet restroom demand, maintain high cleanliness standards, and deliver the level of customer experience expected during major internal events and ongoing system operations.

### **NEXT STEPS**

Upon Board approval, staff will accelerate the deployment schedule to complete installation of all 64 restroom units by June 2026 in advance of the 2026 FIFA World Cup in Los Angeles. Under the accelerated rollout plan, new units will be deployed incrementally through June 2026, with all 64 Throne restrooms operational before the start of the matches.

In addition, servicing levels for both existing and future restroom units will be realigned to better match observed usage demand and ensure appropriate cleaning frequency and maintenance

support at high-use locations. The contract for operations, maintenance, and servicing of the units will remain in effect through December 31, 2028.

## **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - Contract Modification/Change Order Log  
Attachment C - DEOD Summary  
Attachment D - Metro Map with Restroom Locations as of January 2026

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Reviewed by:  
Conan Cheung, Chief Operations Officer, (213) 418-3034

  
Stephanie Wiggins  
Chief Executive Officer

**PROCUREMENT SUMMARY  
ACCELERATED THRONE SMART MOBILE RESTROOMS  
DEPLOYMENT/OP128820000**

1.	<b>Contract Number:</b> OP128820000		
2.	<b>Contractor:</b> Throne Labs, Inc		
3.	<b>Mod. Work Description:</b> Acceleration of smart restroom installation		
4.	<b>Contract Work Description:</b> Smart restroom maintenance and installation		
5.	<b>The following data is current as of:</b> 03/17/2026		
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>
	<b>Contract Awarded:</b>	01/24/2025	<b>Contract Award Amount:</b> \$21,138,608
	<b>Notice to Proceed (NTP):</b>	01/24/2025	<b>Total of Modifications Approved:</b> \$0
	<b>Original Complete Date:</b>	12/31/2028	<b>Pending Modifications (including this action):</b> \$3,060,590
	<b>Current Est. Complete Date:</b>	12/31/2028	<b>Current Contract Value (with this action):</b> \$24,199,198
7.	<b>Contract Administrator:</b> Tina Hoffstetter		<b>Telephone Number:</b> 213-922-2775
8.	<b>Project Manager:</b> Jorge Martinez		<b>Telephone Number:</b> 213-922-2679

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 1 issued to accelerate the deployment of the Throne smart restrooms and realign service levels based on increased demand to improve cleanliness, reduce wait times, and enhance the customer experience.

This Contract Modification will be processed in accordance with Metro’s Acquisition Policy and the contract type is an Indefinite Delivery/Indefinite Quantity (IDIQ).

In July of 2024 in response to Motion 34.1, the Board authorized the Chief Executive Officer (CEO) to negotiate and execute all necessary agreements and contract modifications associate with the Enhanced Access Control Life of Project (LOP) budget which included the expansion of the Smart Restroom pilot from 10 stations to 64 stations and transit centers.

In January of 2025, Metro awarded a single source contract to Throne Labs, Inc. to furnish, install, and maintain 64 restrooms over the course of a four year base period.

Refer to Attachment C – Contract Modification/Change Order Log

**B. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based upon the independent cost estimate (ICE), market research, and discussions with the Contractor.

<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
\$3,241,429	\$3,148,759	\$3,060,590

**CONTRACT MODIFICATION/CHANGE ORDER LOG  
THRONE SMART MOBILE RESTROOMS/OP128820000**

<b>Mod. no.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>1</b>	<b>Accelerated deployment of remaining Throne restrooms</b>	<b>Pending</b>	<b>3/17/26</b>	<b>\$3,060,590</b>
	<b>Modification Total:</b>			<b>\$3,060,590</b>
	<b>Original Contract:</b>		<b>1/24/25</b>	<b>\$21,138,608</b>
	<b>Total:</b>			<b>\$24,199,198</b>

## DEOD SUMMARY

## ACCELERATED THRONE SMART MOBILE RESTROOMS DEPLOYMENT/OP128820000

**A. Small Business Participation**

Throne Labs did not make a Disadvantaged Business Enterprise (DBE) commitment on this contract. It is expected that Throne Labs will continue to perform the services of this contract with its own workforce.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this modification. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$25.96 per hour (\$19.87 base + \$6.09 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

**C. Prevailing Wage Applicability**

Prevailing Wage requirements are not applicable to this modification.

**D. Project Labor Agreement/Construction Careers Policy**

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

**E. Manufacturing Careers Policy**

The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

# Metro Stations with Restroom Access



**Rail Station**  
**Transfer Station**  
**Busway Station**

Busway On-Street Service  
 UNDER CONSTRUCTION

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**Metro Rail**

- A Line** Pomona to Long Beach
- B Line** North Hollywood to Union Station
- C Line** LAX to Norwalk
- D Line** Wilshire/Western to Union Station
- E Line** Santa Monica to East LA
- K Line** Expo/Crenshaw to Redondo Beach

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**Metro Busway**

- G Line** Chatsworth to North Hollywood  
\*Van Nuys Station closed until winter 2028, buses will stop at Van Nuys Bl and Oxnard St.
- J Line** El Monte to San Pedro  
Street service in Downtown LA and San Pedro.

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**Regional Rail**

- Amtrak**  
amtrak.com
- MetroLink**  
metrolinktrains.com

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**Airport Shuttle**

- LAX FlyAway**  
flylax.com/flyaway

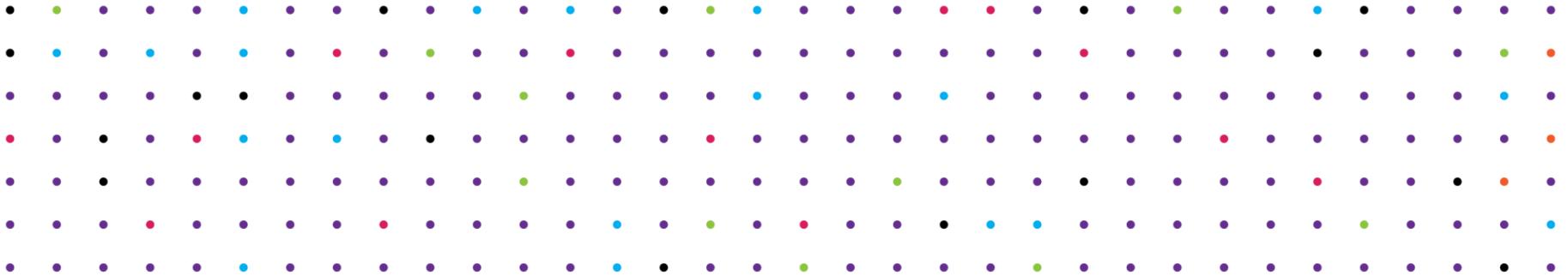


Hours of operation vary by location. Public restrooms are operated and maintained by local cities.

- TR** Throne Restroom
- PR** Public Restroom
- MR** Metro Restroom

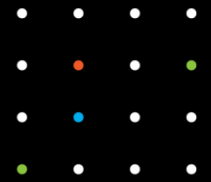
STATION EXPERIENCE

# ACCELERATED THRONE SMART MOBILE RESTROOMS DEPLOYMENT



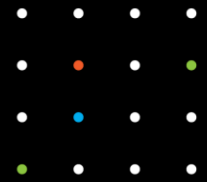
Operations, Safety, & Customer Experience Committee Meeting  
May 21, 2026

# RECOMMENDATION



AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. OP128820000 with Throne Labs, Inc. to accelerate the deployment of the Throne smart restrooms and realign service levels, in the Not-to-Exceed (NTE) amount of \$3,060,590, increasing the total NTE contract amount from \$21,138,608 to \$24,199,198.

# ISSUE & DISCUSSION



## AWARDEE

Throne Labs, Inc.

## NUMBER OF BIDS/PROPOSALS

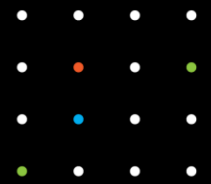
The program was made possible by Metro's unsolicited proposal process overseen by our Office of Strategic Innovation.

## DEOD COMMITMENT

DBE – Throne Labs did not make a Disadvantaged Business Enterprise (DBE) commitment on this contract. As this is a leased contract, it is expected that Throne Labs will continue to perform the services of this contract with its own workforce.



# ISSUE & DISCUSSION



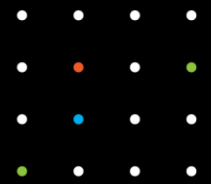
## ISSUE

Throne Labs Inc. provides proprietary access control technology to ensure safe and clean restroom access, maintains a real-time data portal for Metro to monitor usage and performance, and performs all cleaning and maintenance services for the units.

The partnership with Throne Labs Inc has been highly successful during the first year of deployment, serving over 700,000 Metro riders, bus/train operators and community members daily across the Metro system and earning a resilient user cleanliness rating of nearly 4 out of 5-stars, significantly outperforming traditional restroom models.

Metro is seeking an accelerated deployment schedule for these Smart, ADA-Accessible restroom units, along with a service realignment to better match greater than expected demand at each location. This accelerated approach would allow Metro to complete the installation of all 64 restroom units in advance of the 2026 FIFA World Cup in Los Angeles, beginning June 12, 2026.

# ISSUE & DISCUSSION



## DISCUSSION

Metro has analyzed the costs associated with expediting deployment ahead of the 2026 FIFA World Cup in Los Angeles and the need to realign service schedules to better match restroom demand.

Several locations have been experiencing higher-than-anticipated usage. For example, the Little Tokyo/Arts District (A) / (E) station averages nearly 200 uses per weekday and more than 250 on weekends, making it the busiest Throne restroom in North America.

Customer surveys and feedback, including riders with the greatest needs, have indicated strong satisfaction with the Throne Restroom program and a willingness to ride Metro more often if Throne Restrooms were expanded to more stations.

Realigning service levels across existing and future units would help ensure restrooms receive appropriate servicing based on demand, improving cleanliness, reducing wait times, and enhancing the overall customer experience.

# THRONE RESTROOM EXPANSION PROGRESS

## Throne Restrooms Maps

