Quarterly Station Cleanliness Evaluation

Metro Regional Service Councils
April 2016

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Regional Service Councils

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27 Stations Evaluated

➤ 27 stations evaluated using 33 measures of performance (e.g. map cases, parking lot, stairs & handrails, flooring, bike lockers, escalators & elevators, graffiti, etc.).

➤ Performance ratings are based on a scale from 0 to 10.
  - ✓ *Good to Very Good* (Score 8 to 10): Little or no damage, trash, graffiti, etc. noted.
  - ✓ *Marginal* (Score 4 to 7); Some damage, trash, graffiti, etc. noted.
  - ✓ *Unsatisfactory* (Score 0 to 3); Heavy damage, trash, graffiti, etc. noted.

➤ Scoring of station conditions were performed by a small group of Metro staff to maintain consistency.

Summary

➢ 25 of 27 stations rated "Good to Very Good"

➢ 7 of 27 stations evaluated scores "Improved"

➢ 15 of 27 stations evaluated scores showed "No Change"

➢ 2 out of 27 station scores rated "Marginal."
- ✓ Harbor Green Line Station (7.7 to 7.0) – Marginal
- ✓ Long Beach Blvd. Green Line Station – (7.6) - Marginal

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Summary (continued)

➢ 4 stations experienced a **_minor_** decrease in score yet remained in the same rating category.

- ✓ Cal State LA Bus Station (8.4 to 8.3) - Good to Very Good
- ✓ Culver City Expo Station (9.4 to 9.1) – Good to Very Good
- ✓ Mariachi Plaza Gold Line Station (9.2 to 9.0) – Good to Very Good
- ✓ Willowbrook-Rosa Parks Station (8.7 to 8.5) – Good to Very Good

Bus & Rail Station Cleanliness Ratings
(FY 2016 Q3)

STATION NAME	SC	TOTAL ACTIVITY	FY15 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	RATING	SCORING STATUS
Long Beach Blvd. Green Line Station	GWC	7,405	N/A			7.6		Marginal	N/A
Norwalk Green Line Station	GWC	13,280	8.8	9.0	9.0	9.0		Good to Very Good	No Change
Wardlow Blue Line Station	GWC	3,153	8.9	9.0	9.0	9.0		Good to Very Good	No Change
Willowbrook-Rosa Parks Blue/Green Line Station	GWC	22,151	8.4	8.9	8.7	8.5		Good to Very Good	Decreased
Aviation Green Line Station	SBC	8,665	8.7	8.4	8.9	9.0		Good to Very Good	Improved
Harbor Gateway Transit Center	SBC	7,108	8.3	8.3	8.6	8.7		Good to Very Good	Improved
Harbor Green Line Station	SBC	11,067	8.0	7.7	7.0	7.0		Marginal	No Change
Inglewood Transit Center	SBC	1,338	7.7	8.1	9.0	9.0		Good to Very Good	No Change
LAX Transit Terminal 96th Street	SBC	2,332	8.2	8.6	9.1	9.1		Good to Very Good	No Change
South Bay Galleria Bus Center	SBC	647	8.1	9.0	9.0	9.0		Good to Very Good	Improved
Burbank Metrolink Bus Terminal	SFV	1,027	8.7	9.0	8.9	9.0		Good to Very Good	Improved
Chatsworth Orange Line Station	SFV	1,978	9.0	9.1	9.1	9.1		Good to Very Good	No Change
North Hollywood Red Line Station & Bus Terminal	SFV	35,096	7.9	9.0	8.9	8.9		Good to Very Good	No Change
Orange Line North Hollywood Terminal	SFV	12,660	8.0	9.0	9.0	9.0		Good to Very Good	No Change
Sylmar Metrolink Station & Bus Terminal	SFV	1,428	N/A	9.0	8.9	9.1		Good to Very Good	Improved
Universal Red Line Station & Bus Terminal	SFV	18,969	8.6	9.0	9.0	9.0		Good to Very Good	No Change
El Monte Bus Station	SGV	14,507	9.1	8.9	9.0	9.0		Good to Very Good	No Change
Memorial Park Gold Line Station	SGV	2,985	9.0	9.0	9.0	9.0		Good to Very Good	No Change
7th St. / Metro Center Station	WSC	99,904	8.6	8.4	9.0	9.0		Good to Very Good	No Change
Cal State LA Bus Station	WSC	4,469	8.5	8.2	8.4	8.3		Good to Very Good	Decreased
Culver City (Fox Hills Mall) Terminal	WSC	2,001	8.2	8.8	8.8	9.1		Good to Very Good	Improved
Culver City Expo Station	WSC	10,819	8.7	9.3	9.4	9.1		Good to Very Good	Decreased
Gold Line Union Station	WSC	12,247	9.0	9.0	9.0	9.0		Good to Very Good	No Change
Mariachi Plaza Gold Line Station	WSC	1,582	9.1	9.2	9.2	9.0		Good to Very Good	Decreased
Patsaouras Bus Plaza	WSC	2,989	8.9	8.9	9.0	9.0		Good to Very Good	No Change
Pico-Rimpau Bus Center	WSC	1,765	7.6	8.5	8.8	8.9		Good to Very Good	Improved
Union Station Red Line	WSC	26,106	8.9	9.0	9.0	9.0		Good to Very Good	No Change
AVERAGE SCORE			8.5	8.8	8.9	8.9		Good to Very Good	No Change

*Metro Ridership Activity Only (January 2016).

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Next Steps

➢ Staff will continue to perform station evaluations and report findings to Facilities Maintenance Management for action.

➢ Council Members will continued to be notified each time staff conducts station evaluations.

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