

Quarterly Station Cleanliness Evaluation

**Metro Regional Service Councils
January 2016**

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Regional Service Councils**



26 Stations Evaluated

- 26 stations evaluated using 33 measures of performance (e.g. map cases, parking lot, stairs & handrails, flooring, bike lockers, escalators & elevators, pigeon presence, 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 out of 26 stations rated “Good to Very Good”
- 10 out of 26 stations evaluated scores “Improved”
- 11 out of 26 stations evaluated scores showed “No Change”
- 1 out of 26 station scores experienced a **larger** decrease in its overall score and continued to rate marginal.
 - ✓ Harbor Green Line Station (7.7 to 7.0) – Marginal

Summary (continued)

- 4 stations experienced a minor decrease in score yet remained in the same rating category.
 - ✓ Burbank Metrolink & Bus Terminal (9.0 to 8.9) - Good to Very Good
 - ✓ North Hollywood Red Line Station & Bus Terminal (9.0 to 8.9) – Good to Very Good
 - ✓ Sylmar Metrolink Station & Bus Terminal (9.0 to 8.9) – Good to Very Good
 - ✓ Willowbrook/Rosa Parks Station (8.9 to 8.7) – Good to Very Good

- Dan Miller, retired Metro employee, performed an ***independent evaluation*** on three stations – Good to Very Good
 - ✓ Burbank Metrolink & Bus Terminal
 - ✓ North Hollywood Red Line Station & Bus Terminal
 - ✓ Green Line Long Beach Station (***not part of the 26 stations staff evaluates***)



Bus & Rail Station Cleanliness Ratings

STATION NAME	SC	*TOTAL						RATING	SCORING STATUS
		ACTIVITY	FY15 Q4	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4		
Norwalk Green Line Station	GWC	9,070	8.8	9.0	9.0	0	0	Good to Very Good	No Change
Wardlow Blue Line Station	GWC	3,153	8.9	9.0	9.0	0	0	Good to Very Good	No Change
Willowbrook-Rosa Parks Blue Line Station	GWC	20,116	8.4	8.9	8.7	0	0	Good to Very Good	Decreased
Aviation Green Line Station	SBC	8,102	8.7	8.4	8.9	0	0	Good to Very Good	Improved
Harbor Gateway Transit Center	SBC	8,706	8.3	8.3	8.6	0	0	Good to Very Good	Improved
Harbor Green Line Station	SBC	5,730	8.0	7.7	7.0	0	0	Marginal	Decreased
Inglewood Transit Center	SBC	1,478	7.7	8.1	9.0	0	0	Good to Very Good	Improved
LAX Transit Terminal 96th Street	SBC	2,622	8.2	8.6	9.1	0	0	Good to Very Good	Improved
South Bay Galleria Bus Center	SBC	680	8.1	9.0	9.0	0	0	Good to Very Good	No Change
Burbank Metrolink Bus Terminal	SFV	1,076	8.7	9.0	8.9	0	0	Good to Very Good	Decreased
Chatsworth Orange Line Station	SFV	2,347	9.0	9.1	9.1	0	0	Good to Very Good	No Change
North Hollywood Red Line Station & Bus Terminal	SFV	35,237	7.9	9.0	8.9	0	0	Good to Very Good	Decreased
Orange Line North Hollywood Terminal	SFV	14,744	8.0	9.0	9.0	0	0	Good to Very Good	No Change
Sylmar Metrolink Station & Bus Terminal	SFV	1,356		9.0	8.9	0	0	Good to Very Good	Decreased
Universal Red Line Station & Bus Terminal	SFV	19,200	8.6	9.0	9.0	0	0	Good to Very Good	No Change
El Monte Bus Station	SGV	14,973	9.1	8.9	9.0	0	0	Good to Very Good	Improved
Memorial Park Gold Line Station	SGV	2,985	9.0	9.0	9.0	0	0	Good to Very Good	No Change
7th St. / Metro Center Station	WSC	99,904	8.6	8.4	9.0	0	0	Good to Very Good	Improved
Cal State LA Bus Station	WSC	2,908	8.5	8.2	8.4	0	0	Good to Very Good	Improved
Culver City (Fox Hills Mall) Terminal	WSC	2,472	8.2	8.8	8.8	0	0	Good to Very Good	No Change
Culver City Expo Station	WSC	9,370	8.7	9.3	9.4	0	0	Good to Very Good	Improved
Gold Line Union Station	WSC	12,247	9.0	9.0	9.0	0	0	Good to Very Good	No Change
Mariachi Plaza Gold Line Station	WSC	1,408	9.1	9.2	9.2	0	0	Good to Very Good	No Change
Patsaouras Bus Plaza	WSC	3,186	8.9	8.9	9.0	0	0	Good to Very Good	Improved
Pico-Rimpau Bus Center	WSC	1,935	7.6	8.5	8.8	0	0	Good to Very Good	Improved
Union Station Red Line	WSC	26,106	8.9	9.0	9.0	0	0	Good to Very Good	No Change
AVERAGE SCORE			8.5	8.8	8.9	0.00	0.00	Good to Very Good	Improved

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.