



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

REGIONAL SERVICE COUNCILS

JANUARY 2016

SUBJECT: QUARTERLY STATION CLEANLINESS EVALUATION

ACTION: RECEIVE AND FILE

ISSUE: STATION CLEANLINESS RATINGS

The purpose of this report is to present the FY16 Q2 station cleanliness ratings for 26 station sites throughout Los Angeles County. This evaluation is accomplished using 33 measures of performance to evaluate the cleanliness of the stations surveyed. Each survey evaluation of a station is a “snapshot” in time. The station evaluations were conducted beginning October 2015 through November 2015. Essentially the ratings fall into three measurement levels:

1. Good to Very Good – Little or no damage, trash, graffiti, etc. noted (Score 8 -10)
2. Marginal – Some damage, trash, graffiti, etc. noted (4 -7)
3. Unsatisfactory – Heavy or noticeable damage, trash, graffiti, etc. noted (0-3)

Each station is scored separately. Ratings are performed by Metro staff to maintain consistency of grading. Metro Service Council members James Goodhart (SBC) and Don Szerlip (SBC) accompanied Metro’s evaluation team on a number of the inspections this period. The ratings for each of the elements are summarized in Table 1. The table also includes the FY15 Q4 and FY16 Q1 scores for comparison. Metro weekday passenger activity for September 2015 is shown for each surveyed station. There is no apparent relationship between the use of the facility and station cleanliness ratings which have remained stable or improved over the three rating periods.

DISCUSSION

Thirty-three measures of performance are used to evaluate each station on a quarterly basis. Their average score determines their overall quarterly rating. Each station’s current quarterly score is compared to its previous quarterly score to determine if the score improved, decreased, or remained the same. A variance in scores may or may not change the overall rating of a station. For example, a station that scored 9.0 in the previous quarter and then scores 8.5 in the following quarter will still be considered “Good to Very Good” even though it experienced a score decrease. Station conditions between FY16 Q1 and FY16 Q2 show a slight improvement in station conditions over time. The summary of staff’s findings is as follows:

26 stations were evaluated:

- a. 25 of 26 stations rated “Good to Very Good”.
- b. 10 out of 26 stations evaluated scores showed “Improved” performance.

- c. 11 out of 26 stations evaluated scores showed “No Change” performance.
- d. 4 out of 26 station scores experienced a ***minor*** score decrease due to changes in one or more of the 33 measures of performance evaluated. Station ratings remained in the “Good to Very Good” category.
 - Burbank Metrolink & Bus Terminal (9.0 to 8.9) – increased pigeon presence
 - North Hollywood Red Line Station & Bus Terminal (9.0 to 8.9) – increased pigeon presence
 - Sylmar Metrolink Station & Bus Terminal (9.0 to 8.9) – increased pigeon presence and droppings
 - Willowbrook-Rosa Parks Station (8.9 to 8.7) – increased trash & graffiti
- e. 1 out of 26 station scores experienced a ***larger*** decrease in its overall score and continued to rate in the “Marginal” category.
 - Harbor Green Line Station (7.7 to 7.0) – increased trash, graffiti, exposed irrigation pipes at park & ride

Overall the current condition of the stations evaluated is “Good to Very Good” with a slight increase in the total Average Score (8.8 to 8.9).

Independent Evaluation

Daniel Miller, a retired Metro employee, independently evaluated the Burbank Metrolink Bus Terminal, North Hollywood Red Line Station & Bus Terminal and Green Line Long Beach Boulevard Station using Metro’s inspection form on different dates than those conducted by Metro staff. Overall, Mr. Miller rated all three stations “Good to Very Good”. Mr. Miller noted that the park and ride lots at each of the stations were very clean at the time of inspection. For the Burbank Metrolink Bus Terminal, Mr. Miller noted a pole had been knocked over. Staff will check this at its next round of evaluations. In a previous communication, he noted major trash and debris problems at the Green Line Long Beach Boulevard Station. The issues were cleared by Rail Facilities Maintenance and his current report compliments those efforts.

NEXT STEPS

Staff will continue to conduct station evaluations and report their quarterly findings to both Metro Facilities Maintenance Management and Metro Service Councils. All Service Council members will be notified and given the opportunity to accompany staff when conducting station evaluations.

PREPARED BY: Henry Gonzalez, Community Relations Manager, Metro Regional Service Councils



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Table 1 -- Bus and Rail Station Cleanliness Ratings (FY 2016 Q2)

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

*Metro Weekday Ridership Activity Only (Sept. 2015)