REGIONAL SERVICE COUNCILS

July 2016

SUBJECT: QUARTERLY STATION CLEANLINESS EVALUATION

ACTION: RECEIVE AND FILE

ISSUE: STATION CLEANLINESS RATINGS

The purpose of this report is to present the FY16 Q4 station cleanliness ratings for 31 station sites throughout Los Angeles County. Four new stations were added to this evaluation; Willow Blue Line Station, Lake Avenue Gold Line Station, Sierra Madre Villa Gold Line Station and Duarte-City of Hope Station. Additional stations will be added in Fiscal Year '17 for the Santa Monica extension of the Gold Line.   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 April 2016 through May 2016. Significant findings or hazards are reported to Facilities Maintenance immediately. 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 a small team of Metro staff to maintain consistency of grading. Last quarter, the Long Beach Boulevard Green Line Station was added. This station is scored separately and statistics are provided by an independent reviewer. The ratings for each of the elements are summarized in Table 1. The table also includes the FY15 Q 4, FY16 Q1, FY16 Q2 and FY16 Q3 scores for comparison. Metro weekday passenger activity for January 2016 is shown for each surveyed station.

 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 Q3 and FY16 Q4 show no change in the total Average Score 8.9. The summary of staff's findings is as follows:

31 stations were evaluated:

a. 29 of 31stations rated "Good to Very Good".

b. 26 out of 31 stations evaluated scores showed "No Change" performance.

c. 1 out of 31 station scores experienced a **_minor_** score decrease due to changes in one or more of the 33 measures of performance evaluated. Station rating remained in the "Good to Very Good" category.

- Culver City (Fox Hills Mall.) Map case sacrificial film is covered by graffiti etching. Flooring at certain parts needs to be cleaned due to stains on the concrete.

d. 2 out of 31 stations rated in the "Marginal" category.

- Long Beach Boulevard Green Line Station (7.7) – rated lower because of graffiti, pigeon droppings, and trash accumulations seen on the day of review
- Harbor Green Line Station (7.5) – obscured map cases, slap tags, open power boxes, and sign damage.

It should be noted that our independent reviewer for the Long Beach Boulevard Green Line Station commended the efforts of the custodian for that station. The commendation was forwarded to Customer Relations to contact the employee and his supervisor. Overall the current condition of the stations evaluated is "Good to Very Good" with no change in the total Average Score (8.9 to 8.9) for each of the last three quarters.

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.

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

Metro

Table 1 -- Bus and Rail Station Cleanliness Ratings (FY 2016 Q4)

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		7.7	7.7		Marginal	No Change
Norwalk Green Line Station	GWC	13,280	8.8	9.0	9.0	8.8	8.8	Good to Very Good	No Change
Wardlow Blue Line Station	GWC	3,153	8.9	9.0	9.0	8.9	8.9	Good to Very Good	No Change
Willow Blue Line Station	GWC	7,738	SPECIAL REVIEW			8.7		Good to Very Good	SPECIAL
Willowbrook-Rosa Parks Blue Line Station	GWC	22,151	8.4	8.9	8.7	8.4	8.4	Good to Very Good	No Change
Aviation Green Line Station	SBC	8,665	8.7	8.4	8.9	9.1	9.1	Good to Very Good	No Change
Harbor Gateway Transit Center	SBC	7,108	8.3	8.3	8.6	9.0	9.0	Good to Very Good	No Change
Harbor Green Line Station	SBC	11,067	8.0	7.7	7.0	7.5	7.5	Marginal	No Change
Inglewood Transit Center	SBC	1,338	7.7	8.1	9.0	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	9.1	Good to Very Good	No Change
South Bay Galleria Bus Center	SBC	647	8.1	9.0	9.0	8.9	8.9	Good to Very Good	No Change
Burbank Metrolink Bus Terminal	SFV	1,027	8.7	9.0	8.9	9.0	9.0	Good to Very Good	No Change
Chatsworth Orange Line Station	SFV	1,978	9.0	9.1	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	9.0	9.0	Good to Very Good	No Change
Orange Line North Hollywood Terminal	SFV	12,660	8.0	9.0	9.0	8.7	8.7	Good to Very Good	No Change
Sylmar Metrolink Station & Bus Terminal	SFV	1,428		9.0	8.9	9.1	9.1	Good to Very Good	No Change
Universal Red Line Station & Bus Terminal	SFV	18,969	8.6	9.0	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	9.0	Good to Very Good	No Change
Memorial Park Gold Line Station	SGV	2,985	9.0	9.0	9.0	9.1	9.1	Good to Very Good	No Change
Lake Avenue Gold Line Station	SGV	3,588	N/A		NA	9.1		Good to Very Good	NEW
Duarte - City of Hope	SGV	NA	N/A		NA	9.5		Good to Very Good	NEW
Sierra Madre Villa	SGV	NA	N/A		NA	9.1		Good to Very Good	NEW
7th St. / Metro Center Station	WSC	99,904	8.6	8.4	9.0	9.0	9.0	Good to Very Good	No Change
Cal State LA Bus Station	WSC	4,469	8.5	8.2	8.4	8.7	8.7	Good to Very Good	No Change
Culver City (Fox Hills Mall) Terminal	WSC	2,001	8.2	8.8	8.8	9.1	8.8	Good to Very Good	Decreased
Culver City Expo Station	WSC	10,819	8.7	9.3	9.4	9.1	9.1	Good to Very Good	No Change
Gold Line Union Station	WSC	12,247	9.0	9.0	9.0	8.9	8.9	Good to Very Good	No Change
Mariachi Plaza Gold Line Station	WSC	1,582	9.1	9.2	9.2	9.0	9.0	Good to Very Good	No Change
Patsaouras Bus Plaza	WSC	2,989	8.9	8.9	9.0	9.0	9.0	Good to Very Good	No Change
Pico-Rimpau Bus Center	WSC	1,765	7.6	8.5	8.8	9.0	9.0	Good to Very Good	No Change
Union Station Red Line	WSC	26,106	8.9	9.0	9.0	9.1	9.1	Good to Very Good	No Change
AVERAGE SCORE			**8.5**	**8.8**	**8.9**	**8.9**	**8.9**	**Good to Very Good**	**No Change**