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REGIONAL SERVICE COUNCILS

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SUBJECT: QUARTERLY STATION CLEANLINESS EVALUATION

ACTION: RECEIVE AND FILE

ISSUE: STATION CLEANLINESS RATINGS

The purpose of this report is to present the FY17 Q1 station cleanliness ratings for 32 station sites throughout Los Angeles County. This quarter, 2 new stations were added to the evaluation: LAC+USC Medical Center (Silver Line) and Expo/Bundy Station. Station evaluations were accomplished using 33 measures of performance to rate cleanliness. Some station ratings have incorporated scores from Rail Fleet Services Quality Assurance Rail Station Cleanliness Inspections. Scores are reviewed, compared, and then incorporated into the current scores. Each station evaluation is a “snapshot” in time. The station evaluations were conducted beginning July 2016 through September 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 (4-7.99)
3. Unsatisfactory – Heavy or noticeable damage, trash, graffiti, etc. noted (0-3.99)

Each station is scored separately by a small team of Metro staff to maintain consistency of grading. Last quarter, five stations were added: Willow Blue Line Station, Duarte/City of Hope, Sierra Madre Villa, Lake, and Memorial Park Gold Line Stations. Long Beach Blvd Green Line Station will continue to be scored by an independent reviewer.

Table 1 provides the summarized rating for the current quarter as well as FY16 Q1-Q4 scores for comparison. Due to the closure, an evaluation of Patsaouras Bus Plaza was not performed, but evaluations will resume for the second quarter.

Additionally, Metro weekday bus and rail passenger activity for July-September 2016 is shown for each surveyed station. Activity is calculated through Metro’s rail and bus average daily boardings and alighting passengers. The purpose of identifying the amount activity is to provide an understanding of how many patrons move through the station on an average day¹. In the coming months, Metro will reach out to other transit providers who offer bus service to the stations evaluated in order to provide a more complete picture of the total activity that moves through each station.

DISCUSSION

The average score is used to determine each station’s 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

¹ Staff tested the notion that the greater the activity at the station would also be a predictor of greater effort to keep the station clean. This was not the case and there was no correlation between the activity and the cleanliness rating.

it experienced a slight score decrease. Station conditions in FY17 Q1 show a total average of 8.7. The summary of staff's findings is as follows:

32² stations were evaluated:

- a. 29 of 32 stations rated "Good to Very Good".
- b. 26 out of 32 stations evaluated scores showed "No Change" in category.
- c. 18 out of 32 station scores experienced a **minor** score decrease due to changes in one or more of the 33 measures of performance evaluated; however, all station ratings remained in the "Good to Very Good" category. The average point decrease for the 18 stations is 0.1. Decrease in average score can be affected by several factors including a decrease in score in several of the evaluation measures and the day and time the station was evaluated. The stations that experienced a decrease are as follows:
 - Harbor Gateway Transit Center, South Bay Galleria Bus Center, 96th St LAX Transit Terminal, Aviation Green Line Station, Inglewood Transit Center, Chatsworth Orange Line Station, Sylmar Metrolink Station and Bus Terminal, North Hollywood Red Line Station and Bus Terminal, Universal Red Line Station and Bus Terminal, Sierra Madre Villa, Lake Gold Line Station, Memorial Park Gold Line Station, El Monte Bus Station, Culver City Bus Terminal (Fox Hills Mall), Pico Rimpau Bus Center, Culver City Expo Station, and Union Station Red Line Station.

Most stations experienced a minor score decrease for issues concerning flooring such as trash, gum, graffiti, pigeon droppings, cement chipping, discoloration, dirt, liquid residue, missing and/or cracked tiles. Other concerns with the stations included painted surfaces, etched map cases, and damaged trashcans.

- d. 3 out of 32 stations rated in the "Marginal" category. The following stations will be closely monitored to ensure improvements are made.
 - Long Beach Boulevard Green Line Station (7.7) – 1 of 5 trashcan bins is locked with a pad lock and the others have open lids. Landscape, flooring, painted surfaces, and lighting need maintenance.
 - Pico-Rimpau Bus Center (7.3) – Cement floor is uneven and can create a trip hazard for passengers as they get off the bus. Rust build-up on canopies, map cases need to be removed and columns need to be repainted.
 - Culver City Expo Station (7.9) – Homeless encampment, stairs need steam cleaning, paint is peeling from the walls and seating, and bus/train signage has been etched or removed entirely.

Overall the current condition of the stations evaluated is, "Good to Very Good" with a slight decrease in the total Average Score (8.9 to 8.7).

² During this rating period, the Patsouras Plaza was closed for repair and refurbishment. Hence, that bus terminal was not evaluated in this rating period. This reduced the total number of stations from 33 to 32 for this rating period.

NEXT STEPS

Staff will continue to conduct station evaluations and report their 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.

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Table 1 – Bus and Rail Station Cleanliness Ratings (FY 2017 Q1)

STATION NAME	SC	TOTAL					FY17 Q1	RATING	SCORING STATUS	DATE INSPECTED
		ACTIVITY	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4				
Norwalk Green Line Station	GWC	12,919	9.0	9.0	8.8	8.8	8.8	Good to Very Good	No Change	8/10/2016
Long Beach Blvd. Green Line Station *	GWC	7,597			7.7	7.7	7.7	Marginal	No Change	7/5/2016
Willowbrook-Rosa Parks Blue Line Station	GWC	36,462	8.9	8.7	8.4	8.4	8.5	Good to Very Good	Improved	8/10/2016
Willow Blue Line Station (pending)	GWC	7,257				8.7	8.7	Good to Very Good	No Change	8/10/2016
Wardlow Blue Line Station	GWC	3,055	9.0	9.0	8.9	8.9	9.0	Good to Very Good	Improved	8/10/2016
Harbor Gateway Transit Center (Silver Line)	SBC	7,002	8.3	8.6	9.0	9.0	8.9	Good to Very Good	Decreased	8/5/2016
Harbor Fwy Green Line Station	SBC	10,011	7.7	7.0	7.5	7.5	8.8	Good to Very Good	Improved	8/5/2016
South Bay Galleria Transit Center	SBC	2,463	9.0	9.0	8.9	8.9	8.8	Good to Very Good	Decreased	8/3/2016
LAX City Bus Center	SBC	2,326	8.6	9.1	9.1	9.1	8.9	Good to Very Good	Decreased	8/3/2016
Aviation/LAX Green Line Station	SBC	9,039	8.4	8.9	9.1	9.1	9.0	Good to Very Good	Decreased	8/3/2016
Inglewood Transit Center	SBC	1,271	8.1	9.0	9.0	9.0	8.1	Good to Very Good	Decreased	8/3/2016
Chatsworth Orange Line Station	SFV	2,255	9.1	9.1	9.1	9.1	9.0	Good to Very Good	Decreased	7/28/2016
Sylmar Metrolink Station & Bus Terminal	SFV	1,401	9.0	8.9	9.1	9.1	8.8	Good to Very Good	Decreased	7/28/2016
Burbank Metrolink Bus Terminal	SFV	1,088	9.0	8.9	9.0	9.0	9.0	Good to Very Good	No Change	7/28/2016
Orange Line North Hollywood Terminal	SFV	13,058	9.0	9.0	8.7	8.7	8.9	Good to Very Good	Improved	7/26/2016
North Hollywood Red Line Station & Bus Terminal	SFV	47,321	9.0	8.9	9.0	9.0	8.8	Good to Very Good	Decreased	7/26/2016
Universal Red Line Station & Bus Terminal	SFV	17,837	9.0	9.0	9.0	9.0	8.9	Good to Very Good	Decreased	7/26/2016
Duarte - City of Hope	SGV	1,070				9.5	9.6	Good to Very Good	Improved	8/2/2016
Sierra Madre Villa	SGV	6742				9.1	8.9	Good to Very Good	Decreased	8/2/2016
Lake Avenue Gold Line Station	SGV	4,093				9.1	8.8	Good to Very Good	Decreased	8/2/2016
Memorial Park Gold Line Station	SGV	6,247	9.0	9.0	9.1	9.1	8.7	Good to Very Good	Decreased	8/2/2016
El Monte Station (Silver Line)	SGV	10,552	8.9	9.0	9.0	9.0	8.9	Good to Very Good	Decreased	9/2/2016
Cal State LA Busway Station (Silver Line)	SGV	3,733	8.2	8.4	8.7	8.7	8.8	Good to Very Good	Improved	9/2/2016
LAC+USC Medical Center	WSC	1,909					8.5	Good to Very Good	Improved	7/27/2016
Culver City Mall Transit Center	WSC	1,991	8.8	8.8	9.1	8.8	8.2	Good to Very Good	Decreased	7/29/2016
Pico-Rimpau Transit Center	WSC	1,672	8.5	8.8	9.0	9.0	7.3	Marginal	Decreased	7/29/2016
Expo/ Bundy Station	WSC	2,235					8.9	Good to Very Good	Improved	7/29/2016
Culver City Station	WSC	7,009	9.3	9.4	9.1	9.1	7.9	Marginal	Decreased	7/29/2016
7th St. / Metro Center Station	WSC	94,125	8.4	9.0	9.0	9.0	9.0	Good to Very Good	No Change	8/17/2016
Patsaouras Transit Plaza	WSC		8.9	9.0	9.0	9.0				
Union Station Red Line	WSC	25,805	9.0	9.0	9.1	9.1	9.0	Good to Very Good	Decreased	7/5/2016
Union Station Gold Line	WSC	22,556	9.0	9.0	8.9	8.9	9.1	Good to Very Good	Improved	7/5/2016
Mariachi Plaza	WSC	1,809	9.2	9.2	9.0	9.0	9.0	Good to Very Good	No Change	7/21/2016
AVERAGE SCORE			8.8	8.9	8.9	8.9	8.7			