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TO: BOARD OF DIRECTORS

THROUGH: PHILLIP A. WASHINGTON *PAW*
CHIEF EXECUTIVE OFFICER

FROM: JAMES T. GALLAGHER *JTG*
CHIEF OPERATIONS OFFICER

SUBJECT: FY18 Q3 QUARTERLY STATION CLEANLINESS RATINGS

ISSUE

Metro values its customers and wants to ensure that bus and rail stations/terminals are clean and in good repair. This report summarizes the ratings for a consistent sample of 36 rail stations and bus terminals and the effort to complete these evaluations.

BACKGROUND OR DISCUSSION

Station and terminal evaluations are accomplished using 32 measures of performance to rate condition and cleanliness (Attachment A). Each evaluation is a “snapshot” in time. The evaluations were conducted beginning in January through March 2018. 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 site is scored separately by a small team of Metro staff to maintain consistency of ratings. Current quarter scores are compared to previous quarter scores to determine if the condition of the site improved, declined, or remained the same. A variance in scores may or may not change the overall rating. For example, a site 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,” though it experienced a slight score decrease.

Rail Fleet Quality Assurance performs 10 individual station evaluations on a monthly basis with a goal of checking each of Metro’s stations on a cyclical basis. The Rail Fleet Quality Assurance scores are reviewed and incorporated into the current scores presented in this report. Regional Service Council staff and service planners perform evaluations of a fixed set of stations with additional follow-up visits in a three-month span for a longitudinal review of each site.

Evaluations are scheduled quarterly by service area and location to make the process as efficient as possible. Each evaluation takes approximately 25 to 45 minutes to complete depending on the type of station/terminal, not including travel time between sites. Most evaluated sites are hubs for both bus and rail service, thus requiring more time. Given the time involved, Metro Service Council staff evaluates an average of 4 sites per evaluation day.

After each evaluation is completed, staff shares a detailed description of the condition and photos for each site with Facilities Maintenance for review and further action. For those sites not maintained by Metro, staff also communicates any urgent concerns to the appropriate agencies.

While Metro staff's main focus is site maintenance and cleanliness, elements such as map cases, TVMs, turnstiles, and monitor functionality are also reviewed to ensure an overall evaluation of the location; any concerns such as safety hazards and functionality are reported to their respective departments immediately.

Table 1 (Attachment B) provides the summary of the ratings for the most recent quarter (FY18 Q3), and the previous year's scores FY17 Q3-FY18 Q2 for comparison.

Metro Bus and Rail weekday passenger activity for January – March 2018 is also shown for each surveyed site. The purpose of identifying the amount activity is to provide an understanding of how many customers move through the site on an average day.

Findings:

The summary of staff's findings is reviewed below:

- a. 36 of 36 sites rated "Good to Very Good."
- b. 15 out of 36 sites evaluated scores showed "No Change."
- c. 4 out of 36 sites experienced a score decrease due to changes in one or more of the 32 measures of performance evaluated. Decrease in average score can be affected by several factors including the day and time the station was evaluated, or change in evaluating team. The sites that experienced a decrease were:
 - Gold Line: Lake Avenue, Memorial Park
 - Orange Line: Chatsworth
 - Union Station: Gold Line

These sites experienced a minor score decrease (0.1 points) due to issues concerning signage, trash, landscaping, light to heavy etching in elevators, and on map cases and signs. Other concerns are graffiti presence in various areas and sizes. Overall, the current condition of the stations/terminals evaluated is, "Good to Very Good" with a total average score of 8.9.

Metro staff also evaluated 3 stations on request that are not part of the program; those stations and their scores are as follows:

- a. Expo/La Brea Station – (8.0)
- b. La Cienega/Jefferson Station – (8.2)
- c. Hawthorne/Lennox Station – (7.9) This site rated in the “Marginal” category due to graffiti presence in various areas including the platform, tracks, walls, etc.

NEXT STEPS

Moving forward, should it be determined that alternate stations need to be evaluated, staff will recommend switching out station that perform consistently well for other stations that need management focus. Until such time that such a determination is made, staff will continue to conduct evaluations on cleanliness, functionality, and safety, and report findings to both Metro Facilities Maintenance Management and Metro Service Councils to ensure a clean and secure passenger environment. Staff will also work to improve partnerships and communication with local cities to help upkeep the entirety of the station and surrounding properties.

All Service Council members will continue to be notified and given the opportunity to accompany staff when conducting evaluations.

ATTACHMENTS

- A. Station Evaluation Criteria
- B. Bus and Rail Station Cleanliness Ratings, FY2018 Q3

Station Evaluation Criteria

Inspection Area	Very Good to Good 10 to 8	Marginal 7 to 4	Unsatisfactory 3 to 0
1. Park & Ride Lot	Little or no dirt, striping bright, lot with little damage	Some dirt & debris, striping lightly faded, lot surface has some cracking	Heavy dirt & debris, striping faded, lot surface damaged.
2. Curbs	Unscuffed and little damage	Some scuffing, paint lightly faded, some damage	Much scuffing, paint faded, and damaged
3. Landscaping	No trash/debris & is neatly trimmed/maintained	Some trash/debris. Trees/shrubs need trimming.	Heavy trash/debris. Overgrown trees/shrubs. Dead foliage.
4. Station Parking Lot Signs	Light dirt/dents & graffiti	Medium dirt/dents & graffiti	Heavy dirt/dents & graffiti
5. Bus Road Way	Clean, little debris, no pot holes	Medium dirt and debris, few small pot holes	Heavy dirt and debris, roadway damage
6. Stairs	Stainless steel/glass is clean & free of streaks & stains. Light markings/graffiti	Minimal to moderate streaks & stains. Medium markings/graffiti.	Heavy dust, streaks & stains. Heavy markings/graffiti.
7. Handrails	Free of dust, stains, bird droppings & graffiti	Light dust accumulation, some stains, bird droppings & graffiti.	Heavy dust & stains. Heavy bird droppings & graffiti
8. Ramp way	No trash, debris or stains. Fewer than 5 pieces of gum.	Minimal trash/debris. Stains are small or fresh. Five to 10 pieces of gum.	Heavy trash/debris. Stains apparent throughout the area. More than 10 pieces of gum.
9. Columns/Poles	Light stains, streaks, dirt & graffiti	Moderate stains, streaks, dirt & graffiti	Heavy stains, streaks, dirt & graffiti
10. Canopy/shelter	Free of dust/dirt	Light dust & dirt accumulation	Heavy dust & dirt accumulation
11. Flooring (platforms, mezzanines, surfaces)	Light stains, has high sheen to material. No more than 10 pieces of gum	Medium stains. Dull sheen to flooring. Ten to 20 pieces of gum.	Heavy accumulation of stains. No sheen/dirty appearance. More than 20 pieces of gum.
12. Platform edges	ADA striped surfaces intact, yellow limit line clean and visible	Some scarring of ADA striped surfaces, yellow limit line fading or edge striping dirty.	Heavy scarring, pieces missing from striped surfaces, edge lines faded or non-existent
13. Walls/Fencing/Baseboards	Light dirt/dust. Light stains & hand/footprints.	Moderate dirt/dust. Moderate stains & handprints.	Heavy dirt/dust build up, footprints. Moderate to heavy amount of stains.
14. Bike Rack/Lockers	Little or no dirt, very light or no etching or graffiti; no dents.	Moderate dirt, very light etching or graffiti; minor dents.	Much dirt, etching or/or graffiti; several or major dents.
15. Ceiling (Within reach of scissor lift)	Light dust buildup/mineral deposit	Moderate dust buildup/mineral deposit	Heavy dust buildup/mineral deposit
16. Seating	Light dirt/dust & stains. Light etching/graffiti, no visible damage.	Moderate dirt/dust, stains. Small amount of visible damage	Heavy dirt/dust buildup, stains. Moderate to heavy damage.
17. Bus and Rail Signage (bus stops, platform and wayfinding signage, info cubes)	Some etching. Some fading of lettering. Minor dents, pole in good shape. Up to date bus stops and signage (if changes, signage to reflect it).	Little or no etching. Light fading of lettering. No dents, pole in good shape. Outdated stops and signage.	Heavy etching. Heavy fading of lettering. Some dents, pole in poor shape. Outdated stops and signage, no signage to reflect changes.
18. Signage (electronic monitors/displays)	Screens on and displaying information	Screens on and displaying information not relevant to location	Screen off or not displaying information.

Inspection Area	Very Good to Good 10 to 8	Marginal 7 to 4	Unsatisfactory 3 to 0
19. Escalators (Outside panels)	Stainless steel/glass is clean & free of streaks & stains. Light markings/graffiti.	Minimal to moderate streaks & stains. Medium markings/graffiti.	Heavy dust, streaks & stains. Heavy markings/graffiti.
20. Escalators (Arrival plates)	Light dirt/dust. No more than 5 pieces of gum	Medium dirt/dust. No more than 10 pieces of gum	Heavy dirt/dust. More than 10 pieces of gum.
21. Elevator (Outside)	Light dirt/dust & graffiti	Medium dirt/dust & graffiti	Heavy dirt/dust & graffiti
22. Elevator (Inside)	Light dirt/dust & graffiti. No odor.	Medium dirt/dust & graffiti. Some odor.	Heavy dirt/dust & graffiti. Bad smells.
23. Elevator (Glass)	No damage, cracks or light damage/etching	Medium damage and/or cracks	Heavy damage/boarded up
24. Elevator (Sacrificial Film)	Light etching	Medium amount of etching	Heavy amount of etching
25. Artwork	Light dirt/dust, light stains. No damage visible, light ageing/weathered.	Moderate dirt/dust, stains. Small amount of visible damage. Some ageing/weathering.	Heavy dirt/dust buildup, stains. Moderate to heavy damage. Heavy aging/weathering.
26. Drains/Grate	Some debris & trash. No standing water. No visible damage.	Medium amount of trash & debris. Minor drainage issue. Minimal visible damage.	Heavy amount of trash & debris. No drainage. Moderate to heavy damage.
27. Doors	Light dirt/dust & streaks. Light hand/footprints, graffiti.	Medium dirt/dust & streaks, hand/footprints, graffiti.	Heavy dirt/dust & streaks. Heavy hand/footprints, graffiti.
28. Lighting	No damage or loose wires. Less than 10% lights out.	Some damage, loose wires or open access panel. 10-20% lights out.	Missing parts or loose wires in reach of public. More than 20% lights out.
29. Pigeon Presence	Minimal pigeon presence, minimal nesting.	Moderate pigeon presence, moderate nesting.	Heavy pigeon presence. Numerous nesting sites.
30. Trash Cans	Trash cans clean, not overflowing & few or no missing parts.	Trash cans mostly clean, nearly full & some missing parts	Trash cans dirty, overflowing or missing parts
31. Painted Surfaces	Clean, no chipping & no graffiti	Mostly clean, some chipping and/or graffiti.	Dirty or, much chipping and/or graffiti

Table 1– Bus and Rail Station Cleanliness Ratings, FY2018 Q3

**Only Metro Ridership Activity reflected (January – March 2018) *Evaluated by Rail Fleet Services QA

	SC	ACTIVITY**	FY17 Q3	FY17 Q4	FY18 Q1	FY18 Q2	FY18 Q3	RATING	SCORING TRENDS	TNSP DATE
Compton Blue Line Station & MLK Transit Center	GWC	9,163			8.5	8.3	8.4	Good to Very Good	Improved	3/13/2018
Willowbrook-Rosa Parks Blue Line Station	GWC	34,897	7.9	8.3	7.9	8.7	8.7	Good to Very Good	No Change	3/13/2018
Norwalk Green Line Station	GWC	11,818	9.1	9.1	9.1	8.9	9.0	Good to Very Good	Improved	3/13/2018
Long Beach Blvd. Green Line Station	GWC	6,525	7.4	7.4	7.4	7.7	8.0	Good to Very Good	Improved	3/13/2018
Willow Blue Line Station *	GWC	7,456	9.0	8.9	8.9	9.4	9.5	Good to Very Good	Improved	2/19/2018
Wardlow Blue Line Station *	GWC	2,968	9.0	9.0	9.0	9.5	9.5	Good to Very Good	No Change	2/19/2018
Harbor Gateway Transit Center (Silver Line)	SBC	6,427	9.0	8.5	8.6	8.4	8.4	Good to Very Good	No Change	3/21/2018
Harbor Fwy Green Line Station	SBC	9,439	8.5	8.6	8.5	8.4	8.5	Good to Very Good	Improved	3/21/2018
South Bay Galleria Transit Center	SBC	2,609	8.9	8.7	8.8	8.2	8.4	Good to Very Good	Improved	3/16/2018
LAX City Bus Center	SBC	2,267	9.0	9.0	9.0	9.0	9.0	Good to Very Good	No Change	3/16/2018
Aviation/LAX Green Line Station	SBC	7,705	9.0	8.8	8.8	9.0	9.0	Good to Very Good	No Change	3/16/2018
Hawthorne/Lennox Station	SBC	4,089					7.9	Marginal		3/9/2018
Inglewood Transit Center	SBC	1,139	8.0	8.0	8.0	7.4	8.2	Good to Very Good	Improved	3/9/2018
Chatsworth Orange Line Station	SFV	1,920	9.0	9.1	9.0	9.0	8.4	Good to Very Good	Decreased	3/12/2018
Sylmar Metrolink Station & Bus Terminal	SFV	1,074	8.6	8.3	8.5	8.4	8.5	Good to Very Good	Improved	3/12/2018
Burbank Metrolink Bus Terminal	SFV	813	8.7	8.7	8.7	8.5	8.9	Good to Very Good	Improved	3/12/2018
Orange Line North Hollywood Terminal	SFV	12,480	8.8	8.7	8.7	8.6	9.0	Good to Very Good	Improved	3/19/2018
North Hollywood Red Line Station & Bus Terminal	SFV	33,309	8.7	8.6	8.6	9.2	9.3	Good to Very Good	Improved	3/19/2018
Universal Red Line Station & Bus Terminal	SFV	17,481	8.9	8.9	8.9	9.2	9.2	Good to Very Good	No Change	3/19/2018
Duarte - City of Hope *	SGV	1,487	9.5	9.3	9.3	9.8	9.8	Good to Very Good	No Change	3/28/2018
Lake Avenue Gold Line Station *	SGV	4,360	8.8	8.8	8.8	9.4	9.3	Good to Very Good	Decreased	3/28/2018
Memorial Park Gold Line Station *	SGV	7,041	8.7	8.9	8.9	9.8	9.7	Good to Very Good	Decreased	3/28/2018
Sierra Madre Villa	SGV	5,438	8.8	8.7	8.8	8.9	8.9	Good to Very Good	No Change	3/27/2018
El Monte Station (Silver Line)	SGV	9,595	9.0	9.1	9.2	9.1	9.1	Good to Very Good	No Change	3/12/2018
Cal State LA Busway Station (Silver Line)	SGV	3,780	9.0	9.0	8.8	8.7	8.8	Good to Very Good	Improved	3/12/2018
LAC+USC Medical Center	WSC	1,842	8.7	8.7	8.7	8.4	8.6	Good to Very Good	Improved	3/12/2018
Westfield Culver City Transit Center	WSC	1,672	8.6	8.8	8.9	8.8	9.0	Good to Very Good	Improved	3/15/2018
Pico-Rimpau Transit Center	WSC	1,454	8.1	8.2	8.2	8.3	8.6	Good to Very Good	Improved	3/15/2018
7th St. / Metro Center Station	WSC	107,047	9.4	9.4	9.2	9.3	9.3	Good to Very Good	No Change	3/19/2018
Patsaouras Transit Plaza	WSC	2,275	9.1	8.9	8.9	8.6	8.7	Good to Very Good	Improved	3/19/2018
Union Station Red Line	WSC	45,628	9.8	9.8	9.8	9.0	9.0	Good to Very Good	No Change	3/19/2018
Union Station Gold Line	WSC	25,475	8.9	8.8	8.8	8.9	8.8	Good to Very Good	Decreased	3/19/2018
Mariachi Plaza *	WSC	1,835	9.6	9.7	9.6	9.5	9.5	Good to Very Good	No Change	3/28/2018
Expo/ Bundy Station *	WSC	3,479	9.0	9.0	9.0	9.5	9.5	Good to Very Good	No Change	1/30/2018
Culver City Station *	WSC	7,200	9.1	9.0	9.0	8.9	8.9	Good to Very Good	No Change	1/12/2018
Downtown Santa Monica *	WSC	15,078	9.9	9.5	9.5	9.5	9.5	Good to Very Good	No Change	1/30/2018
17th St/ SMC Station*	WSC	4,392	9.8	9.5	9.4	9.4	9.5	Good to Very Good	Improved	1/30/2018
Expo/La Brea Station	WSC	4,492					8.0	Good to Very Good		3/15/2018
La Cienega/Jefferson Station	WSC	4,646					8.2	Good to Very Good		3/15/2018
AVERAGE SCORE			8.8	8.8	8.8	8.8	8.9	Good to Very Good	Improved	