



Metro

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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 Q4 STATION CLEANLINESS EVALUATION

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 stations and transit centers and the effort to complete these evaluations.

BACKGROUND

This report presents the Fiscal Year 2018, Quarter 4 (April 2018 - June 2018) evaluation ratings for 36 stations and transit centers throughout Los Angeles County. Evaluations were accomplished using 32 measures of performance to rate cleanliness and condition. Ten of the locations are inspected by the Rail Fleet Services Quality Assurance team; the other 26 inspections are conducted by Service Councils staff. The Rail Fleet Quality Assurance scores are reviewed and incorporated into the current scores presented in this report. The evaluations were conducted in May 2018 and June 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 location is scored separately by a small team of Metro staff to maintain consistency of ratings. Table 1 provides the summarized ratings for the last 5 quarters for comparison.

Metro Bus and Rail weekday passenger activity for Q4 is shown for each surveyed site. Activity is calculated through Metro's Rail and Bus average daily boarding and alighting passengers. The purpose of identifying the amount activity is to provide an understanding of how many patrons move through the site on an average day¹.

The station inspection program incorporates station cleanliness, station functionality, and station safety. If items are in need of immediate attention or repair, regardless of cleanliness, staff notifies the appropriate Facilities Maintenance contact for the issue so that corrective action can be taken.

¹ Staff tested the notion that greater activity at a site may serve as a predictor of greater efforts needed to keep the site clean. This has not proved to be the case; no correlation between site activity and cleanliness ratings has been found.

DISCUSSION

The average score is used to determine the site's overall quarterly rating. Each site's current quarter score is compared to its previous quarter's score 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 of a site. 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. Staff findings are summarized here:

36 sites were evaluated:

- a. 36 of 36 sites rated "Good to Very Good."
- b. 13 out of 36 sites evaluated scores showed "No Change" in category.
- c. 9 out of 36 sites experienced a score decrease due to changes in one or more of the 39 measures of performance evaluated; however, all stations remained in the "Good to Very Good" category. Decrease in average score can be affected by several factors including the day and time the station was evaluated. The sites that experienced a decrease were:
 - Blue Line: Willow
 - Gold Line: Duarte, Lake Avenue
 - Red / Purple Line: 7th St/Metro Center, Universal City
 - Silver Line: CSULA
 - Transit Centers: South Bay Galleria, Westfield/Culver City
 - Union Station: Patsaouras Plaza

Most sites experienced a minor score decrease due to issues concerning signage, light to heavy etching in elevators, condition of map cases, trash, dirty floors, and/or homelessness issues. Other concerns are graffiti presence in various areas and sizes. Additionally, each quarter, the Rail Fleet QA team assists the station inspection program by evaluating 10 rail-only stations; thus, the uniformity of the ratings across all stations evaluated in the program may vary slightly; however, the stations evaluated by each team do not change, which lends consistency to the program.

Trash and dirty floors are the most common causes of a decrease in a station's score. Vandalism such as graffiti and etching on walls, elevators, and station signage is also a common factor. More recently, some scores have decreased due to the region's homelessness problem. These issues include tents and RV's in and around stations or park and ride lots, urine and urine odor being found in and around elevators, along walls, and the far ends of station platforms. At all stations inspected, the destruction and vandalism of utility boxes and map cases is becoming more frequent as they are pried open by riders and/or transients seeking a power source to charge their electric devices. A decrease in score can also be affected by the day and time the station was evaluated; as each evaluation is a "snapshot" in time, the rating of a location will vary slightly depending on when it was most recently power washed and serviced by Metro maintenance staff, and when the sacrificial film was most recently changed.

0 out of 36 sites rated in the “Marginal” category for Q4 inspections. Overall, the current condition of the stations/terminals evaluated is, “Good to Very Good” with a total average score of 9.0.

NEXT STEPS

Staff will ask the Service Councils to consider removing five high performing stations and adopting seven new stations to be inspected for FY19. The stations proposed for addition to the Station Evaluation program were selected based on feedback from Council members, patrons, and staff who believe that monitoring of the cleanliness, maintenance, and safety at these stations will provide a better riding experience for our customers.

Staff will continue to conduct evaluations on cleanliness, functionality, and safety, and report findings to both Metro Facilities Maintenance Management and Metro Service Councils. Staff will also continue to work to establish better partnerships and communication with local cities to help upkeep the entirety of the stations and surrounding properties.

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

PREPARED BY: Carlos Rico, Transportation Associate, Metro Regional Service Councils

ATTACHMENTS

- A. Station Inspection Criteria
- B. Bus and Rail Evaluation Ratings, FY2018 Q4
- C. Station Changes, FY2019 Q1

ATTACHMENT A

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 present. Trees/shrubs need trimming.	Heavy trash/debris present. Overgrown trees/shrubs. Dead foliage showing.
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, and 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.
11a 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
12 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.
13 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.
14 Ceiling (Within reach of scissor lift)	Light dust buildup/mineral deposit	Moderate dust buildup/mineral deposit	Heavy dust buildup/mineral deposit
15 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.
16 Fire Hose Cabinets (Cleanliness & Sacrificial Film)	Light dirt/dust & streaks No etching on glass. Light etching/markings	Moderate dirt/dust & streaks Light etching on glass. Medium etching/markings	Heavy dirt/dust & streaks More than moderate etching on glass. Heavy etching/markings
17 Map Cases	Light dirt/dust. No streaks or stains, light markings & graffiti, most maps are recently updated.	Medium dirt/dust. Some streaks or stains, medium markings & graffiti, some maps outdated.	Heavy dirt/dust. Medium streaks or stains. Heavy markings & graffiti, most maps are outdated.
17a Map Cases (Sacrificial Film)	Light etching or markings	Medium etching or markings	Heavy etching or markings

ATTACHMENT A

Inspection Area	Very Good to Good 10 to 8	Marginal 7 to 4	Unsatisfactory 3 to 0
18 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.
18a Signage (electronic monitors/displays)	Screens on and displaying information	Screens on and displaying information not relevant to location	Screen off or not displaying information.
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.
19a 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.
20 Elevator (Outside)	Light dirt/dust & graffiti	Medium dirt/dust & graffiti	Heavy dirt/dust & graffiti
20a Elevator (Inside)	Light dirt/dust & graffiti. No odor.	Medium dirt/dust & graffiti. Some odor.	Heavy dirt/dust & graffiti. Bad smells.
20b Elevator (Glass)	No damage, cracks or light damage/ etching	Medium damage and/or cracks	Heavy damage/boarded up
20c Elevator (Sacrificial Film)	Light etching	Medium amount of etching	Heavy amount of etching
21 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.
22 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.
23 Doors	Light dirt/dust & streaks. Light hand/footprints, graffiti.	Medium dirt/dust & streaks, hand/footprints, graffiti.	Heavy dirt/dust & streaks. Heavy hand/footprints, graffiti.
24 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.
25 Pigeon Presence	Minimal pigeon presence, minimal nesting.	Moderate pigeon presence, moderate nesting.	Heavy pigeon presence. Numerous nesting sites.
26 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
27 Painted Surfaces	Clean, no chipping & no graffiti	Mostly clean, some chipping and/or graffiti.	Dirty or, much chipping and/or graffiti
28 Between Car Barriers (BCBs)	Clean, no damage & intact	Mostly clean, some damage/removed	Completely damaged, more than 30% removed
29 Call Box/Blue Light Call Box	Clean, working, no graffiti	Mostly clean, some etching/graffiti, but functional	Dirty or much chipping and/or graffiti, not functional
30 Graffiti (Removable)	Clean, overall station graffiti is less than 2 and will be easy to remove	Mostly clean, some etching/graffiti	Much etching/graffiti around the station, in hard to reach places, difficult to remove
31 Ticket Vending Machines	Clean, functional, no etching/graffiti	Mostly clean, some etching/graffiti, but functional	Dirty, much chipping and/or graffiti, significant weathering, not functional
32 Turnstiles	Clean, functional, safe, & no etching/graffiti.	Mostly clean, some etching, but functional.	Dirty, much chipping and/or graffiti, not functional.

Table 1– Bus and Rail Station Evaluation Ratings, FY2018 Q4

*Evaluated by Rail Fleet Services QA

Only Metro Ridership Activity reflected (May – June 2018)

STATION	SC	ACTIVITY	FY17 Q4	FY18 Q1	FY18 Q2	FY18 Q3	FY18 Q4	RATING	SCORING TRENDS	DATE INSPECTED
Compton Blue Line Station & MLK Transit Center	GWC	9,072		8.5	8.3	8.4	8.8	Good to Very Good	Improved	6/22/2018
Willowbrook-Rosa Parks Blue Line Station	GWC	35,084	8.3	7.9	8.7	8.7	8.8	Good to Very Good	Improved	6/15/2018
Norwalk Green Line Station	GWC	12,181	9.1	9.1	8.9	9	9.1	Good to Very Good	Improved	6/22/2018
Long Beach Blvd. Green Line Station *	GWC	6,694	7.4	7.4	7.7	8	8.4	Good to Very Good	Improved	6/22/2018
Willow Blue Line Station*	GWC	7,386	8.9	8.9	9.4	9.5	9.3	Good to Very Good	Decreased	5/31/2018
Wardlow Blue Line Station*	GWC	2,968	9.0	9.0	9.5	9.5	9.5	Good to Very Good	No Change	5/31/2018
Harbor Gateway Transit Center (Silver Line)	SBC	6,734	8.5	8.6	8.4	8.4	8.9	Good to Very Good	Improved	6/5/2018
Harbor Fwy Green Line Station	SBC	10,097	8.6	8.5	8.4	8.5	8.8	Good to Very Good	Improved	6/5/2018
South Bay Galleria Transit Center	SBC	2,682	8.7	8.8	8.2	8.4	8.0	Good to Very Good	Decreased	6/5/2018
LAX City Bus Center	SBC	2,288	9.0	9.0	9.0	9.0	9.0	Good to Very Good	No Change	6/26/2018
Aviation/LAX Green Line Station	SBC	8,110	8.8	8.8	9.0	9.0	9.5	Good to Very Good	Improved	6/26/2018
Inglewood Transit Center	SBC	1,191	8.0	8.0	7.4	8.2	8.5	Good to Very Good	Improved	6/19/2018
Chatsworth Orange Line Station	SFV	2,127	9.1	9.0	9.0	8.4	8.9	Good to Very Good	Improved	5/22/2018
Sylmar Metrolink Station & Bus Terminal	SFV	1,298	8.3	8.5	8.4	8.5	8.5	Good to Very Good	No Change	5/22/2018
Burbank Metrolink Bus Terminal	SFV	1,086	8.7	8.7	8.5	8.9	8.9	Good to Very Good	No Change	5/22/2018
Orange Line North Hollywood Terminal	SFV	12,774	8.7	8.7	8.6	9	9.3	Good to Very Good	Improved	5/23/2018
North Hollywood Red Line Station & Bus Terminal	SFV	33,501	8.6	8.6	9.2	9.3	9.3	Good to Very Good	No Change	5/23/2018
Universal Red Line Station & Bus Terminal	SFV	17,826	8.9	8.9	9.2	9.2	9.1	Good to Very Good	Decreased	5/23/2018
Duarte - City of Hope *	SGV	1,506	9.3	9.3	9.8	9.8	9.7	Good to Very Good	Decreased	6/6/2018
Lake Avenue Gold Line Station *	SGV	4,364	8.8	8.8	9.4	9.3	9.2	Good to Very Good	Decreased	6/6/2018
Memorial Park Gold Line Station *	SGV	7,070	8.9	8.9	9.8	9.7	9.7	Good to Very Good	No Change	6/6/2018
Sierra Madre Villa	SGV	5,546	8.7	8.8	8.9	8.9	9.0	Good to Very Good	Improved	5/30/2018
El Monte Station (Silver Line)	SGV	10,284	9.1	9.2	9.1	9.1	9.1	Good to Very Good	No Change	5/29/2018
Cal State LA Busway Station (Silver Line)	SGV	4,007	9.0	8.8	8.7	8.8	8.6	Good to Very Good	Decreased	5/29/2018
LAC+USC Medical Center	WSC	1,925	8.7	8.7	8.4	8.6	8.6	Good to Very Good	No Change	5/29/2018
Westfield Culver City Mall Transit Center	WSC	1,838	8.8	8.9	8.8	9	8.9	Good to Very Good	Decreased	6/19/2018
Pico-Rimpau Transit Center	WSC	1,477	8.2	8.2	8.3	8.6	8.7	Good to Very Good	Improved	6/19/2018
7th St. / Metro Center Station	WSC	107,047	9.4	9.2	9.3	9.3	8.7	Good to Very Good	Decreased	6/29/2018
Patsaouras Transit Plaza	WSC	2,323	8.9	8.9	8.6	8.7	8.6	Good to Very Good	Decreased	6/29/2018
Union Station Red Line	WSC	45,628	9.8	9.8	9	9	9.4	Good to Very Good	Improved	6/29/2018
Union Station Gold Line	WSC	25,475	8.8	8.8	8.9	8.8	8.8	Good to Very Good	No Change	5/30/2018
Mariachi Plaza *	WSC	1,844	9.7	9.6	9.5	9.5	9.5	Good to Very Good	No Change	6/6/2018
Expo/ Bundy Station *	WSC	3,479	9.0	9.0	9.5	9.5	9.5	Good to Very Good	No Change	5/1/2018
Culver City Station	WSC	7,241	9.0	9.0	8.9	8.9	9.1	Good to Very Good	Improved	6/19/2018
Downtown Santa Monica *	WSC	15,396	9.5	9.5	9.5	9.5	9.5	Good to Very Good	No Change	5/1/2018
17th St/ SMC Station*	WSC	4,392	9.5	9.4	9.4	9.5	9.5	Good to Very Good	No Change	5/1/2018
AVERAGE SCORE			8.8	8.8	8.8	8.9	9.0	Good to Very Good	Improved	

Table 2 – Station Changes, FY2019 Q1

SC	IN	OUT
GWC	Florence Blue Line	Rosa Parks/Willowbrook Blue/Green Line
SFV	Canoga Orange Line	Chatsworth Orange Line
SBC	Carson Silver Line	Aviation/LAX Green Line
SBC	Crenshaw Green Line	N/A
SBC	Hawthorne/Lennox Green Line	N/A
WSC	La Brea Expo Line	Union Station Red/Purple
WSC	La Cienega Expo Line	Union Station Gold
WSC	N/A	Patsaouras Plaza - Bus