



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

REGIONAL SERVICE COUNCILS

OCTOBER 2015

SUBJECT: QUARTERLY STATION CLEANLINESS EVALUATION

ACTION: RECEIVE AND FILE

ISSUE: STATION CLEANLINESS RATINGS

The purpose of this report is to present the FY16 Q1 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 so surveyed. Each survey evaluation of a station is a “snapshot” in time. The station evaluations were conducted beginning June 2015 through August 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 a small staff group to maintain consistency of grading. Metro Service Council members Wally Shidler (GWC) and Dennis Washburn (SFV) accompanied Metro’s evaluation team on a number of the inspections. The ratings for each of the elements are summarized in Table 1. The table also includes the FY15 Q4 scores for comparison.

DISCUSSION

Scoring differences in the 33 measures of performance evaluated in each station will impact their actual scores from quarter to quarter as well as their overall rating. A variance in scores may or may not change the overall rating of the station. For example, a station that scores 9.00 in a previous quarter and then scores 8.55 in the following quarter will still be considered “Good to Very Good” even though it experienced a score decrease. Overall station conditions between FY15 Q4 and FY16 Q1 showed an improvement in station conditions. The summary of staff’s findings is as follows:

26 stations were evaluated:

- a. 25 of 26 stations rated “Good to Very Good” in FY16 Q1
- b. 3 out of 26 station ratings improved from “Marginal” to “Good to Very Good” due to a reduction in trash & graffiti, cleaner floorings, stairs, columns/poles, benches, elevators/escalators, less pigeon presence etc. These stations were:
 - Inglewood Transit Center
 - North Hollywood Red Line Station & Bus Terminal

- Pico-Rimpau Bus Center
- c. 1 out of 26 stations showed no change in its “Marginal” rating in FY16 Q1.
- Harbor Green Line Station (7.95 to 7.74)
- d. 21 out of 26 stations evaluated scores showed “Improved” performance.
- e. 5 out of 26 station scores experienced a ***minor*** score decrease due to changes in one or more of the 33 measures of performance evaluated. Overall, however, the station ratings for all but the Harbor Green Line Station remained in the “Good to Very Good” category. The Harbor Station stayed in the “Marginal” rating category.
- Aviation Green Line Station (8.67 to 8.37) – increase in the presence of pigeons and associated roosting issues
 - Harbor Green Line Station (7.95 to 7.74) – increased graffiti, trash, irrigation pipes exposed
 - El Monte Bus Station (9.06 to 8.95) – irrigation water puddling in parking lot, monitors out of service
 - 7th/Metro Center Red Line Station (8.57 to 8.31) – graffiti and dirty elevator
 - Cal State LA Bus Station (8.50 to 8.22) – increased presence of trash, maintenance needed outside of elevator landings
- f. Sylmar Metrolink Station & Bus Terminal was added to the evaluation at the request of the San Fernando Valley Service Council. Its current rating is “Good to Very Good.”

Overall the current condition of the stations evaluated is “Good to Very Good” with a slight increase in the total Average Score (8.50 to 8.78).

NEXT STEPS

The staff will continue to perform the station evaluations and report findings to the Facilities Maintenance Management for action. Council Members will be notified each time that staff goes into the field to conduct station evaluations.

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



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

Table 1 – Bus and Rail Station Cleanliness Ratings

| STATION NAME | SC | FY15 Q4 | FY16 Q1 | FY16 Q2 | FY16 Q3 | FY16 Q4 | RATING | SCORING STATUS |
|---|-----|-------------|-------------|-------------|-------------|-------------|--------------------------|-----------------|
| Norwalk Green Line Station | GWC | 8.76 | 9.00 | 0 | 0 | 0 | Good to Very Good | Improved |
| Wardlow Blue Line Station | GWC | 8.88 | 9.00 | 0 | 0 | 0 | Good to Very Good | Improved |
| Willowbrook-Rosa Parks Blue Line Station | GWC | 8.35 | 8.90 | 0 | 0 | 0 | Good to Very Good | Improved |
| Aviation Green Line Station | SBC | 8.67 | 8.37 | 0 | 0 | 0 | Good to Very Good | Decreased |
| Harbor Gateway Transit Center | SBC | 8.25 | 8.26 | 0 | 0 | 0 | Good to Very Good | Improved |
| Harbor Green Line Station | SBC | 7.95 | 7.74 | 0 | 0 | 0 | Marginal | Decreased |
| Inglewood Transit Center | SBC | 7.73 | 8.09 | 0 | 0 | 0 | Good to Very Good | Improved |
| LAX Transit Terminal 96th Street | SBC | 8.20 | 8.62 | 0 | 0 | 0 | Good to Very Good | Improved |
| South Bay Galleria Bus Center | SBC | 8.13 | 9.00 | 0 | 0 | 0 | Good to Very Good | Improved |
| Burbank Metrolink Bus Terminal | SFV | 8.66 | 9.00 | 0 | 0 | 0 | Good to Very Good | Improved |
| Chatsworth Orange Line Station | SFV | 9.00 | 9.11 | 0 | 0 | 0 | Good to Very Good | Improved |
| North Hollywood Red Line Station & Bus Terminal | SFV | 7.85 | 8.97 | 0 | 0 | 0 | Good to Very Good | Improved |
| Orange Line North Hollywood Terminal | SFV | 8.03 | 9.00 | 0 | 0 | 0 | Good to Very Good | Improved |
| Sylmar Metrolink Station & Bus terminal | SFV | | 8.98 | 0 | 0 | 0 | Good to Very Good | Improved |
| Universal Red Line Station & Bus Terminal | SFV | 8.59 | 9.02 | 0 | 0 | 0 | Good to Very Good | Improved |
| El Monte Bus Station | SGV | 9.06 | 8.95 | 0 | 0 | 0 | Good to Very Good | Decreased |
| Memorial Park Gold Line Station | SGV | 9.00 | 9.05 | 0 | 0 | 0 | Good to Very Good | Improved |
| 7th/Metro Center Red Line Station | WSC | 8.57 | 8.31 | 0 | 0 | 0 | Good to Very Good | Decreased |
| Cal State LA Bus Station | WSC | 8.50 | 8.22 | 0 | 0 | 0 | Good to Very Good | Decreased |
| Culver City (Fox Hills Mall) Terminal | WSC | 8.19 | 8.81 | 0 | 0 | 0 | Good to Very Good | Improved |
| Culver City Expo Station | WSC | 8.65 | 9.33 | 0 | 0 | 0 | Good to Very Good | Improved |
| Gold Line Union Station | WSC | 8.95 | 9.05 | 0 | 0 | 0 | Good to Very Good | Improved |
| Mariachi Plaza Gold Line Station | WSC | 9.10 | 9.19 | 0 | 0 | 0 | Good to Very Good | Improved |
| Patsaouras Bus Plaza | WSC | 8.87 | 8.92 | 0 | 0 | 0 | Good to Very Good | Improved |
| Pico-Rimpau Bus Center | WSC | 7.57 | 8.50 | 0 | 0 | 0 | Good to Very Good | Improved |
| Union Station Red Line | WSC | 8.85 | 8.96 | 0 | 0 | 0 | Good to Very Good | Improved |
| AVERAGE SCORE | | 8.49 | 8.78 | 0.00 | 0.00 | 0.00 | Good to Very Good | Improved |