

Quarterly Station Cleanliness Evaluation

**Metro Regional Service Councils
October 2015**

**Henry Gonzalez, Community Relations Manager
Regional Service Councils**



26 Stations Evaluated

- 26 stations evaluated using 33 measures of performance (e.g. map cases, parking lot, stairs & handrails, flooring, bike lockers, escalators & elevators, pigeon presence, etc.).
- Performance ratings are based on a scale from 0 to 10.
 - ✓ Good to Very Good (Score 8 to 10): Little or no damage, trash, graffiti, etc. noted.
 - ✓ Marginal (Score 4 to 7); Some damage, trash, graffiti, etc. noted.
 - ✓ Unsatisfactory (Score 0 to 3); Heavy damage, trash, graffiti, etc. noted.
- Scoring of station conditions were performed by a small group of Metro staff to maintain consistency.

Summary

- 25 out of 26 stations rated “Good to Very Good”
- 3 stations ratings improved from “Marginal” to “Good to Very Good”
 - ✓ Inglewood Transit Center
 - ✓ North Hollywood Red Line Station & Bus Terminal
 - ✓ Pico-Rimpau Bus Center
- 1 out of 26 stations remained “Marginal”
 - ✓ Harbor Green Line Station

Summary (continued)

- 21 out of 26 stations scores improved.
- 5 stations experienced a **minor** decrease in score yet remained in the same rating category.
 - ✓ Aviation Green Line Station (8.67 to 8.37) Good to Very Good
 - ✓ Harbor Green Line Station (7.95 to 7.74) Marginal
 - ✓ El Monte Bus Station (9.06 to 8.95) Good to Very Good
 - ✓ 7th/Metro Center Red Line Station (8.57 to 8.31) Good to Very Good
 - ✓ Cal State LA Bus Station (8.50 to 8.22) Good to Very Good

Bus & 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

Next Steps

- Staff will continue to perform station evaluations and report findings to Facilities Maintenance Management for action.
- Council Members will continued to be notified each time staff conducts station evaluations.