



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



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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