



Quarterly Station Cleanliness Evaluations

Regional Service Councils

June 2017

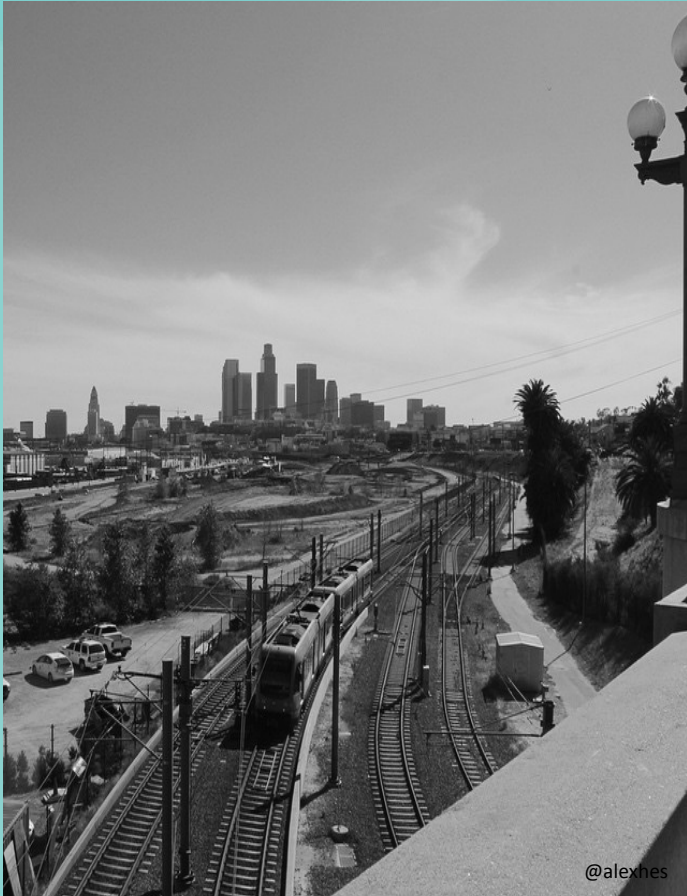


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Stations Evaluated

- ❖ 35 stations were evaluated using 33 measures of performance (e.g. map cases, Park & Ride lot, stairs, handrails, flooring, bike lockers, escalators, elevators, graffiti, etc.)
- ❖ Performance ratings are based on a scale from 0-10
 - Good to Very Good (8-10) – Little or no damage, trash, graffiti, etc.
 - Marginal (4-7.9) – Some damage, trash graffiti, etc.
 - Unsatisfactory (03.99) – Heavy damage, trash, graffiti, etc.
- ❖ Scoring of station conditions were performed by a small group of Metro staff to maintain consistency.
- ❖ Some station ratings have incorporated scores from Rail Fleet Services Quality Assurance Rail Station Cleanliness Inspections.

Summary



- ❖ 33 of 35 stations rated “Good to Very Good”
- ❖ 6 of 35 stations evaluated scores showed “No Change”
- ❖ 13 out of 35 stations evaluated scores showed “Decreased” compared to the second quarter
 - ALL stations that showed “Decreased” still remain in the “Good to Very Good” rating.
 - The average point decrease of all 13 stations is 0.1
 - Scores decrease were due to issues concerning trash, pigeon presence and droppings, light to heavy etching, and graffiti.



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Summary continued...

- ❖ 16 out of 35 stations evaluated scores showed “Improved” compared to the second quarter
 - 16 stations that showed “Improved” still remain in the “Good to Very Good” rating.
- ❖ 2 of 35 stations scores rated “Marginal”
 - Long Beach Blvd Green Line (7.4) – graffiti on escalator steps, on steps of the emergency stairway, and on two of the parallel station destination signs.
 - Willowbrook/Rosa Parks Station(7.9) – Monitors weren’t working, broken elevator glass, smell of urine, and trash and debris.



Summary

STATION NAME	SC	ACTIVITY	FY16 Q3	FY16 Q4	FY17 Q1	FY17 Q2	FY17 Q3	RATING	SCORING TRENDS	DATE INSPECTED
Norwalk Green Line Station	GWC	12,691	8.8	8.8	8.8	8.9	9.1	Good to Very Good	Improved	3/23/2017
Long Beach Blvd. Green Line Station *	GWC	7,506	7.7	7.7	7.7	7.5	7.4	Marginal	Decreased	2/6/2017
Willowbrook-Rosa Parks Blue Line Station	GWC	36,235	8.4	8.4	8.5	8.0	7.9	Marginal	Decreased	3/3/2017
Willow Blue Line Station	GWC	7,262		8.7	8.7	9.1	9.0	Good to Very Good	Decreased	2/22/2017
Wardlow Blue Line Station	GWC	3,055	8.9	8.9	9.0	9.1	9.0	Good to Very Good	Decreased	2/22/2017
Harbor Gateway Transit Center (Silver Line)	SBC	6,421	9.0	9.0	8.9	8.5	9.0	Good to Very Good	Improved	3/23/2017
Harbor Fwy Green Line Station	SBC	10,589	7.5	7.5	8.8	8.6	8.5	Good to Very Good	Decreased	3/3/2017
South Bay Galleria Transit Center	SBC	2,524	8.9	8.9	8.8	8.8	8.9	Good to Very Good	Improved	3/21/2017
LAX City Bus Center	SBC	2,177	9.1	9.1	8.9	8.7	9.0	Good to Very Good	Improved	3/21/2017
Aviation/LAX Green Line Station	SBC	8,969	9.1	9.1	9.0	9.0	9.0	Good to Very Good	No Change	3/21/2017
Inglewood Transit Center	SBC	1,187	9.0	9.0	8.0	8.0	8.0	Good to Very Good	No Change	3/21/2017
Chatsworth Orange Line Station	SFV	2,148	9.1	9.1	9.0	9.0	9.0	Good to Very Good	No Change	1/24/2017
Sylmar Metrolink Station & Bus Terminal	SFV	1,341	9.1	9.1	8.8	8.7	8.6	Good to Very Good	Decreased	1/24/2017
Burbank Metrolink Bus Terminal	SFV	1,031	9.0	9.0	9.0	9.0	8.7	Good to Very Good	Decreased	1/26/2017
Orange Line North Hollywood Terminal	SFV	13,132	8.7	8.7	8.9	8.9	8.8	Good to Very Good	Decreased	1/26/2017
North Hollywood Red Line Station & Bus Terminal	SFV	47,470	9.0	9.0	8.8	8.8	8.7	Good to Very Good	Decreased	1/26/2017
Universal Red Line Station & Bus Terminal	SFV	17,434	9.0	9.0	8.9	9.0	8.8	Good to Very Good	Decreased	1/26/2017
Duarte - City of Hope	SGV	1,069		9.5	9.6	9.6	9.5	Good to Very Good	Decreased	2/15/2017
Sierra Madre Villa	SGV	6,750		9.1	8.9	8.9	8.8	Good to Very Good	Decreased	2/15/2017
Lake Avenue Gold Line Station	SGV	4,081		9.1	8.8	8.8	8.8	Good to Very Good	No Change	2/15/2017
Memorial Park Gold Line Station	SGV	6,223	9.1	9.1	8.7	8.7	8.7	Good to Very Good	No Change	2/15/2017
El Monte Station (Silver Line)	SGV	10,095	9.0	9.0	8.9	8.9	9.0	Good to Very Good	Improved	3/29/2017
Cal State LA Busway Station (Silver Line)	SGV	3,870	8.7	8.7	8.8	8.9	9.0	Good to Very Good	Improved	3/29/2017
Westfield Culver City Mall Transit Center	WSC	1,708	9.1	8.8	8.1	8.2	8.6	Good to Very Good	Improved	3/17/2017
Pico-Rimpau Transit Center	WSC	1,485	9.0	9.0	7.3	7.9	8.1	Good to Very Good	Improved	3/17/2017
Expo/ Bundy Station	WSC	2,235			8.9	8.9	9.0	Good to Very Good	Improved	2/23/2017
Culver City Station	WSC	6,859	9.1	9.1	7.9	8.4	9.1	Good to Very Good	Improved	2/23/2017
Downtown Santa Monica	WSC	11,766				9.8	9.9	Good to Very Good	Improved	1/24/2017
17th St/ SMC Station*	WSC	2,283				9.7	9.8	Good to Very Good	Improved	12/5/2017
LAC+USC Medical Center	WSC	1,852			8.5	8.4	8.7	Good to Very Good	Improved	3/29/2017
7th St. / Metro Center Station	WSC	94,125	9.0	9.0	9.0	8.8	9.4	Good to Very Good	Improved	4/11/2017
Patsaouras Transit Plaza	WSC	2,214	9.0	9.0	CLOSURE	9.2	9.1	Good to Very Good	Decreased	3/2/2017
Union Station Red Line	WSC	25,805	9.1	9.1	9.0	9.0	9.8	Good to Very Good	Improved	3/2/2017
Union Station Gold Line	WSC	22,556	8.9	8.9	9.1	8.9	8.9	Good to Very Good	No Change	3/2/2017
Mariachi Plaza	WSC	1,801	9.0	9.0	9.0	8.7	9.6	Good to Very Good	Improved	3/24/2017
AVERAGE SCORE			8.9	8.9	8.7	8.8	8.9	Good to Very Good	Improved	



San Fernando Valley Service Area Stations

- ❖ All stations remain in the “Good to Very Good” category

Quarter to quarter comparison:

- ❖ 1 station score showed “No Change”- Chatsworth Orange Line Station
- ❖ 5 station scores “Decreased”- Sylmar Metrolink, Burbank Metrolink, North Hollywood Orange and Red Line Stations, & Universal City/Studio City Station
 - ❖ All stations remain in the “Good to Very Good” rating
 - ❖ The average score decrease of all stations is 0.2

Next Steps

- ❖ Continue to monitor station cleanliness
- ❖ Schedule the next set of station evaluations
 - ❖ May-June 2017



Thank you! Any questions?



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