



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

One Gateway Plaza  
Los Angeles, CA 90012-2952

213.922.2000 Tel  
metro.net

## REGIONAL SERVICE COUNCILS

May 2017

**SUBJECT: QUARTERLY STATION CLEANLINESS EVALUATION**

**ACTION: RECEIVE AND FILE**

**ISSUE: STATION CLEANLINESS RATINGS**

The purpose of this report is to present the FY17 Q3 station cleanliness ratings for 35 station and transit center sites throughout Los Angeles County. Evaluations were accomplished using 33 measures of performance to rate cleanliness and condition. Some ratings have incorporated scores from Rail Fleet Services Quality Assurance Rail Station Cleanliness Inspections. Scores are reviewed, compared, and incorporated into current scores. Each evaluation is a “snapshot” in time. The evaluations were conducted beginning January 2017 through March 2017. Significant findings or hazards are reported to Facilities Maintenance immediately. 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. Last quarter, two locations were added: 17<sup>th</sup>/Santa Monica College, and Downtown Santa Monica Expo Line Stations. Long Beach Blvd Green Line Station continues to be scored by an independent reviewer. Table 1 provides the summarized ratings for the current quarter, last quarter (FY17 Q2), as well as FY16 Q3-FY17 Q1 scores for comparison.

Additionally, Metro Bus and Rail weekday passenger activity for January-March 2017 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 day<sup>1</sup>. In the coming months, Metro will reach out to a select number of other transit providers who offer bus service to the sites evaluated; a sampling of ridership data will be combined and analyzed in order to provide a more complete picture of the total activity that moves through each site, and if it plays a significant role in site cleanliness/evaluation ratings.

### **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

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<sup>1</sup> 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.

score improved, decreased, 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. Site conditions in FY17 Q3 show a total average of 8.9. Staff findings regarding the 35 sites evaluated are summarized below:

- a. 33 of 35 sites rated “Good to Very Good.”
- b. 6 out of 35 sites evaluated scores showed “No Change” in category.
- c. 13 out of 35 sites experienced a ***minor*** score decrease due to changes in one or more of the 33 measures of performance evaluated; however, all ratings remained in the “Good to Very Good” category. The average point decrease for the 13 sites is 0.1. Decrease in average score can be affected by several factors such as the day and time the station was evaluated. The sites that experienced a decrease were:
  - Long Beach Blvd and Harbor Fwy Green Line Stations, Willowbrook-Rosa Parks Blue/Green Line Station, Willow and Wardlow Blue Line Stations, Sylmar and Burbank Metrolink Stations & Bus Terminals, Sierra Madre Villa and Duarte/City of Hope Gold Line Stations, North Hollywood Orange and Red Line Stations, Universal City/ Studio City Red Line Station, and Patsaouras Plaza.

Most sites experienced a minor score decrease due to issues concerning trash, debris, pigeon presence and/or droppings, and light to heavy etching in elevators, map cases, and/or signs. Other concerns are graffiti presence in various areas and sizes at different sites.

- a. 2 out of 35 sites rated in the “Marginal” category. The following locations will be closely monitored to ensure improvements are made:
  - Long Beach Blvd Green Line Station (7.4) – Graffiti in various areas such as platform, tracks, walls, station bridge, etc.
  - Willowbrook/Rosa Parks Blue/Green Line Station (7.9) – Monitors weren’t working, broken elevator glass, smell of urine, trash and debris.

Overall the current condition of the stations/terminals evaluated is, “Good to Very Good” with an increase in the total average score (8.8 to 8.9).

## **NEXT STEPS**

Staff will continue to conduct evaluations and report findings to both Metro Facilities Maintenance Management and Metro Service Councils. All Service Council members will be notified and given the opportunity to accompany staff when conducting evaluations.

PREPARED BY: Pamela del Valle, Administrative Intern, Regional Service Councils



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**Table 1 – Bus and Rail Station Cleanliness Ratings (FY 2017 Q3)**

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
<b>AVERAGE SCORE</b>			<b>8.9</b>	<b>8.9</b>	<b>8.7</b>	<b>8.8</b>	<b>8.9</b>	<b>Good to Very Good</b>	<b>Improved</b>	

\*Evaluated by independent reviewer or Rail Fleet Services QA  
Only Metro Ridership Activity reflected (January- March 2017).