`NEW YORK CITY TRANSIT RIDERS COUNCIL

Hit or Miss….
A Survey of New York City Subway Stations

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ACKNOWLEDGMENTS

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EXECUTIVE SUMMARY

The Council wants to acknowledge the impressive progress that has been made in stations over the past two decades, primarily due to the extensive rehabilitation program that began in 1981 with the first Capital Program and continues to this day.

Ten years have passed since the New York City Transit Riders Council (NYCTRC)[1] last conducted a subway station conditions survey (1994). This survey grew out of a continuing desire among members of the Council for an evaluation of the transit environment from the passenger's perspective. In 1983, at the urging of the Council, MTA New York City Transit began conducting a quarterly Passenger Environment Survey (PES). The original PES evaluated buses and subway cars; stations were added at the end of 1992. In mid-2003, budgetary considerations reduced the frequency of the PES to a semi-annual survey.

While it is doubtful that bus and subway customers would rate NYC Transit facilities as highly as NYC Transit does, it is clear that Transit's critical eye has been sharpened when evaluating itself. When the Council's stations survey was first undertaken in 1994, Transit PES scores, as reported, were too good to be true. Nearly half of the 27 indicators (49%) scored 98, 99 or 100%. In the most recent PES (fourth quarter 2003), only 4 (20%) indicators scored 98%.

Both the Council survey and the PES seek to evaluate the transit environment from the passenger's perspective rather than simply from an operational viewpoint. However, the Council survey both serves as an independent confirmation of PES results and incorporates rating definitions and criteria not included in the PES. Where the indicators assessed by the Council survey and the PES are the same, the results should be similar, but this is not the case. The PES examines all NYC Transit subway stations and is conducted by a dedicated team of NYC Transit employees. The Council survey covers a sample of fifty subway stations in the Bronx, Brooklyn, Manhattan, and Queens and is conducted by NYCTRC members and staff.

Among the graded indicators station ceilings and walls were in the worst shape and have continued to decline since 1994 when 52% of stations had acceptable walls and ceilings. The current survey found 32% of stations failing for cleanliness and condition, and another 44% and 42% respectively, receiving only a grade of C. Water damaged ceilings were a serious problem with 22% failing, and 42% receiving a grade of C. The cleanliness and condition of floors was also a problem at 50% of stations, while litter was a problem at 42% of stations. Passenger Information Centers also scored especially poorly with none containing all the required information.

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Stations were ranked from worst to best based on calculated scores with 100% being the best a station could receive. Of the five worst stations, four are located in the Bronx, and three are on the B/D lines. The five worst stations are Mosholu Parkway on the 4 line (59%), 174-175th Streets on the B/D lines (60%), Kingsbridge Road on the B/D lines (60%), Atlantic Avenue on the L line (61%) and 205 Street – Norwood on the D line (63%). The five best stations are scattered throughout the boroughs and are 21st Street - Queensbridge in Queens on the F line (90%), Grand Army Plaza in Brooklyn on the 2/3 lines (90%), Intervale Avenue in the Bronx on the 2,5 lines (86%), Park Place in Brooklyn on the S line (86%) and 81st Street- Museum of Natural History in Manhattan on the B/C lines (85%). A full listing of station scores and ranking can be found in Appendix E.

Highlights

- Improvements were made in the number of stations with telephones since 1994. At that time the council found that 32% of stations did not have telephones in any of the station areas that were evaluated. The current survey found only one station without a telephone; however, improvements still need to be made, since 11% of telephones were not working.

- In 1994 the Council also found no correct and legible system maps. Although the indicator has improved, 38% of stations surveyed still did not have a current system map.

- In 1994 the Council found working booth microphones at 64% of stations. In contrast, the 2004 Council survey found only 2% of microphones in station service booths not operating properly.

- In 1994 entrance stairs and handrails were in good repair at 80% of stations surveyed. Ten years later, entrance stairs continue to be in good repair at 82% of stations, while platform stairs and handrails are in worse condition with only 66% in good repair at stations with platform stairs.

- Exposed or hanging wires were found in 36% of the stations surveyed in 1994; the problem has now grown to 54%. The council recommended that this important indicator be added to the PES, yet it still has not been included.

- Similar to 1994 it appears that many of these problems arise from a lack of supervision of station areas. For many indicators, control areas, which are under the surveillance of the token booth clerks, scored higher than platforms and entrances, which have relatively little supervision. This is an issue the Council will continue to monitor given the removal of many station agents from station booths.

- In 1994 the Council survey found that of the 42 surveyed stations that had PIC's, 76% were correct and legible. The current survey found no stations with complete and correct PIC's.

Other indicators received lower scores in the NYCTRC Station Survey than they did in the PES:

Indicator	1994 NYC Transit Passenger Environment Survey Rating	2004 NYC Transit Passenger Environment Survey Rating	2004 NYCTRC % with Acceptable Conditions
Stations with No Excessive Graffiti	96%	100%	72%
Stations with No Excessive Litter	97%	68%-88%	58%
Stations with Acceptably Clean Floors	96%	58%	50%
Token Clerks Displaying Customer Responsiveness	100%	Removed From PES	93%

The results of the Council's survey indicate that while NYC Transit's PES methodology has improved significantly since the Council's 1994 report, it continues to fall short of its goal of evaluating the transit environment from the customer's perspective. Two particular improvements to the PES were the inclusion of two inspections for litter, and the modification of floor and seat indicators. In the current PES, one inspection is performed before the AM peak to capture the condition of the stations after the nightly cleaning and the other inspection is conducted after the AM peak. Another improvement was the broadening of the criteria for the cleanliness of seats and floors to include permanent stains. The Council is disappointed that the PES no longer evaluates station lighting conditions.

The PES is not achieving its full potential for three reasons:

1. **The PES weighted rating system masks serious problem areas by averaging good scores with bad scores.**

2. **The PES does not include a number of indicators that have an impact on passenger satisfaction.**

   - Cleanliness/Appearance of Ceilings
   - Cleanliness/Appearance of Walls
   - Water Leakage on Walls
   - Water Leakage on Ceilings
   - Water/Puddles/Slippery Stairs/Floors
   - Lighting
   - Exposed Wires
   - Structural Condition of Stairs and Handrails
   - Cleanliness/Appearance of Stairs and Handrails
   - Service Notices (current, placement, accurate)
   - Public Telephones with #3333 MTA Service Information Stickers
   - Operational MVMs, EVMs and Card Readers
   - Station Agents Who Are Customer Responsive

3. NYC Transit Does Not Use the PES as a management tool.
In its current format the PES is not useful for tracking the condition of stations over time or identifying problem areas. The NYC Transit PES should include a ranking of station performance, a summary of station performance over time, and a systemwide analysis of performance by indicator over time. With these tools, the PES can be used as a measurement standard to which the NYC Transit President should hold the Division of Station Operations accountable.

RECOMMENDATIONS

The NYC Transit PES should be used as a tool to set and achieve goals.
The strength of the PES is in its ability to be used as a measurement standard to which the Division of Station Operations should be held accountable. This accountability must come from the NYC Transit President's office. The PES needs to have a station tracking and ranking system to be effective. The information can then be used to determine when a station's condition warrants acceleration of its renovation timetable, to rectify an imminent danger and to identify stations where maintenance is not up to NYC Transit standards.

Change Grading System to Better Reflect Customer Perception.
To clearly identify problem areas averages should not be used. Averages allow acceptable areas to compensate for failing areas, thus masking problems. Station areas should be evaluated based on the lowest grade received, as this would better reflect the public's perception of station conditions.

Improve the Usefulness of Station Data.
The PES should add three new data formats to its presentation:

- Station Tracking: The grades for each station should be tracked from one PES to the next.
- Station Ranking: Each station should be ranked according to the number of failures.
- Indicator Ranking: Each indicator should be ranked according to its failure rate to identify systemic problems.

Conduct a Communication Issues Survey Once a Year.
The Council recommends a separate PES be conducted each year regarding communication issues in the stations. This would include: ensuring service notices are posted, accurate, and timely, ensuring maps are current and telephones and emergency buttons are operational.

Separate the Cleanliness of the Floor and Seat Indicator.
The floor and seat indicators should be separated to give better clarity for follow up.

Add Important Indicators to the PES:
- Cleanliness/Condition of Ceilings
- Cleanliness /Condition of Walls
- Water Leakage on Walls
- Water Leakage on Ceilings
- Water/Puddles/Slippery Stairs/Floors
- Lighting
- Exposed Wires
- Structural Condition of Stairs and Handrails
- Cleanliness/ Condition of Stairs and Handrails

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Change Grading System to Better Reflect Customer Perception:
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INTRODUCTION

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175th Streets (60%), Kingsbridge Road on the B/D lines (60%), Atlantic Avenue (61%), and 205 Street – Norwood (63%). The five best stations are in each borough surveyed are 21st Street Queensbridge in Queens (90%), Grand Army Plaza in Brooklyn (90%), Intervale Avenue (86%) in the Bronx, Park Place in Brooklyn (86%) and 81st Street-Museum of Natural History in Manhattan (85%).   A full listing of station scores and ranking can be found in Appendix E.

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The results of the Council's survey indicate that while NYC Transit's PES methodology has improved significantly since the Council's 1994 report, it continues to fall short of its goal of evaluating the transit environment from the customer's perspective. Two particular improvements to the PES were the inclusion of two inspections for litter, and the modification of floor and seat indicators. In the current PES, one inspection is performed before the AM peak to capture the condition of the stations after the nightly cleaning and the other inspection is conducted after the AM peak. Another improvement was the broadening of the criteria for the cleanliness of seats and floors to include permanent stains. The Council is disappointed that the PES no longer evaluates station lighting conditions.

The PES is not achieving its full potential for three reasons:

1. **The PES weighted rating system masks serious problem areas by averaging good scores with bad scores.**

2. **The PES does not include a number of indicators that have an impact on passenger satisfaction. These indicators include:**

   - Cleanliness/Appearance of Ceilings
   - Cleanliness/Appearance of Walls
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   - Water Leakage on Ceilings
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   - Lighting
   - Exposed Wires
   - Structural Condition of Stairs and Handrails
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   - Service Notices (current, placement, accurate)
   - Public Telephones with #3333 MTA Service Information Stickers
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   - Station Agents Who Are Customer Responsive

3. NYC Transit does not use the PES as a management tool.
Conducting the PES should be more than an isolated exercise in data gathering; its goal should be to effect improvements in the system. Currently PES results are provided to managers and department heads in isolation. Stations are not ranked in order of best to worst, nor are improvements or declines in conditions tracked from one survey period to the next. The performance of individual indicators is not given the analysis necessary to identify areas for improvement.

Ideally, the PES should highlight conditions in stations such as the Avenue U station on the F line, which failed seven of the ten graded indicators or 205 Street-Norwood station in the Bronx, which failed in five indicators and continues to have many potentially dangerous conditions. If the PES were used effectively, these stations would be given greater attention by Capital Program Management and the Division of Station Operations so that maintenance and rehabilitation schedules could be adjusted appropriately. Ranking and tracking station performance over time could provide a basis for comparison of stations and an incentive for station managers to improve the condition of their stations. Without clear standards for which the Department of Station Operations can be held accountable the PES will remain an ineffective tool.

STUDY METHODOLOGY

Survey Sample

This study is based on the methodology used in the Council's 1994 report. The same procedures were used to select the sample, but the format of the 1994 survey form was modified and new station indicators were added.

Fifty subway stations were selected for study out of a total of 408 stations in the system[3] (see Appendix A for the list of stations). The stations were selected according to a Quota Sampling Method and were ranked according to ridership and divided into five groups: three groups of eighty-two and two groups of eighty-one stations. Group 1 contained stations with the highest average weekday subway ridership and Group 5 contained stations with the lowest average weekday subway ridership. The sample was constructed so that the number of stations selected from each station ridership group was proportional to the breakdown of stations by borough contained within each station ridership group. While the sample does not necessarily include stations in every neighborhood of the City, the fifty stations make up a twelve percent representative sample of the subway system's 408 stations. Table 1 shows the sample breakdown by borough and station ridership group.

At many points in the system, stations that were constructed separately have been connected with passageways and other structures that permit free transfers between different lines. Where connections between two or more historically separate stations have created station complexes, these complexes are treated as one unit, as was done in the 1994 survey. For example, 59th Street/Lexington Avenue, Manhattan is treated as one station, rather than two (one for the 4/5/6 lines and one for the N/R/W lines).

Table 1. Station Sample As a Percentage of Station Ridership Groups

BOROUGH	Group 1 (82 STATIONS)		GROUP 2 (82 STATIONS)		GROUP 3 (82 STATIONS)		GROUP 4 (81 STATIONS)		GROUP 5 (81 STATIONS)		TOTAL STATION SAMPLE
	% OF GROUP	SAMPLE (10%)	% OF GROUP	SAMPLE (10%)	% OF GROUP	SAMPLE (10%)	% OF GROUP	SAMPLE (10%)	% OF GROUP	SAMPLE (10%)	
Manhattan	67%	6	38%	4	16%	2	11%	1	6%	1	**14**
Brooklyn	10%	1	32%	3	44%	4	57%	5	47%	5	**18**
Queens	21%	2	17%	2	13%	1	16%	2	26%	2	**9**
Bronx	2%	1	13%	1	27%	3	16%	2	21%	2	**9**
TOTAL	100%	10	100%	10	100%	10	100%	10	100%	10	**50**

New York City Transit Riders Council members and staff conducted the surveys. Each surveyor was assigned a set of stations to survey during non rush hour periods between April and May of 2004.

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[3] The 408 stations in the system are reduced from the customary 468 identified by NYC Transit. The reduced number reflects the count of station complexes as one station as well as the omission of stations currently in construction or closed due to the events of 9/11/01.

Survey Content

Stations were divided into three distinct areas to facilitate the survey process: entrances, control areas and platforms. A separate survey form was filled out for each station area. The station areas are defined as follows:

Entrance: The area leading from the street-level entrance (including the signs and railings at the entrance) to the opposite end of the entrance stairs. For those station houses located at street level, only the entrance doors and any area in front of the doors that appeared to be NYC Transit property were evaluated.

Control Area: The area from the entrance stairs (or entrance doors) up to and including the turnstiles. The paid side of the control area (that part of the control area which can be entered only by paying a fare) was not evaluated, with the exception of seating in off-hour waiting areas, if applicable.

Platform: The passenger platform adjacent to the tracks. The ceiling over the tracks and the platform floors were evaluated as part of the platform area.

Each station was evaluated using 29 station condition indicators. Of the 29 indicators, 14 were measured in both the Council's station condition survey and the most recent NYC Transit Passenger Environment Survey (PES), completed in December 2003. (See Appendix D for the list of indicators measured by both the Council's and the NYC Transit PES)

Fifteen indicators were not measured in the PES. Of these fifteen indicators, those identified with an (*) were also evaluated in the NYCTRC 1994 study. Some indicators were evaluated for only one or two station areas since they were not relevant to the other areas.

Indicators Not in PES:

- Water Leakage on Walls
- Cleanliness of Walls*
- Cleanliness of Ceilings*
- Water Leakage on Ceilings
- Water/Puddles/Slippery Stair/Floor
- Lighting
- Exposed Wires*
- Public Telephones with 3333 MTA Service Information Stickers
- Placement of Service Notices
- Station Agents Who Are Customer Responsive
- Operational MVMs, EVMs and Card Readers
- Condition of Seating in Off-Hour Waiting Area
- Condition of Seating on Platform

In 2004, the station condition indicators were evaluated somewhat differently than in 1994. In 2004, surveyors evaluated 15 station conditions using the following scale: A= Excellent (no or little evidence of a problem condition); B= Good (light evidence of a problem condition); C= Fair (a moderate amount of a problem condition); F= Poor (a heavy amount of a problem condition); and NA= Not Applicable (condition can not be rated). This letter grading system replaced the pass/fail system used to evaluate each station in 1994 because we felt that a letter grade provided a clearer and more descriptive picture of acceptable and unacceptable station conditions.

The remaining 14 station condition indicators were evaluated in terms of percentages of an element in the station area that did not meet standards or was determined to be out of service or not available to the public. This evaluation method was used to mirror that used by the PES to allow for more accurate comparisons. Given the nature of the conditions being evaluated, these 14 indicators were better assessed in quantitative terms rather than the qualitative terms used to evaluate the other 15 station conditions. The following indicators were rated according to this quantitative method:

Quantitative Station Condition Indicators:

- Current Service Notices
- Current and Legible MTA System Maps
- Working Escalators/Elevators
- Working Public Telephones
- Station Agents in Proper Uniform
- Station Agents with Proper Badge Display
- Working Station Service Booth Microphone
- Current Rapid Transit Map Available at Station Service Booth
- Working Turnstiles and HEETS
- Exposed Wires
- Public Telephones with 3333 MTA Service Information Stickers
- Station Agents Who Are Customer Responsive
- Operational MVMs, EVMs and Card Readers

Finally, the survey forms for the entrances, control areas and platforms provided space for surveyors to write comments and detailed information about the particular station conditions under evaluation. This information was collected to provide a deeper understanding of station conditions. Copies of the three station area environment survey forms are included in Appendix B.

Data Analysis

Data for entrances, control areas, and platforms were analyzed using SPSS statistical software. Data entered into SPSS[4] were assigned numerical values. The survey grades were assigned the following values: A=12, B=9, C=6, F=0 and N/A=13. In some cases, station condition indicators were assigned the following values: Pass=12, Fail=0 or

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[4] Statistical Package for the Social Sciences

N/A=13. Descriptive statistics, frequencies and cross tabulations were produced for all indicators.

The Council's evaluation of the overall station is more stringent than in the NYC Transit PES. The indicator grade for each station was based on the lowest grade received for that particular indicator. For example if a station received a graffiti grade of B for the entrance, B for the control area and C for the platform, the grade for the station would be a C, to better reflect station problems. Whereas the methodology used for the NYC Transit PES is a weighted average allowing an area with no graffiti to make up for an area with graffiti, giving the station a higher grade. NYC Transit should be commended for evaluating some PES indicators both before and after the AM peak period to capture the station conditions after they have had a nightly cleaning (midnight-6:30 AM), and then again after heavy passenger use.[5]

To achieve the station rankings, the station grade for each indicator was converted into its numeric value. The numeric values for the station were then totaled. The highest possible score a station could receive was 348. The score the station received was then divided into 348 to attain the individual station percentage grade. The stations were then ranked according to their percentage scores.

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[5] Pre peak period is 4 AM to 7:30 AM, Post Peak period is 8:30 AM to 9:00 PM.

FINDINGS

It is easy to forget how the system looked ten years ago when the Council undertook a similar survey. Before discussing the findings in detail, the Council wants to acknowledge and commend NYC Transit on the work to rehabilitate and bring the subway system to a state-of good repair. This Stations Condition Survey was undertaken to focus attention on issues of station maintenance and upkeep.

The NYC Transit PES evaluates station conditions using the following scale: None (no or little evidence of a problem condition, Light (light evidence of a problem condition), Moderate (a moderate amount of a problem condition, and Heavy (a heavy amount of a problem.)

I.   Cleanliness and Appearance: (Indicators evaluated by both NYC Transit and NYCTRC)

The cleanliness and appearance of a station is an important factor in determining a customer's perception of the subway system. If a customer sees that a station is poorly lit, has peeling paint, water damage, hanging wires and foul odors, it sends a message that the station is an unwelcoming environment and may be unsafe. Since an important goal of NYC Transit is to increase ridership, the PES categories should be expanded to include the many indicators discussed in Section II of these findings.

Currently the NYC PES and NYCTRC Conditions surveys include litter, graffiti, and floor and seat cleanliness. The NYC Transit PES, however, has provided greater detail on litter and floor and seat cleanliness sections by performing the survey before and after the AM rush giving a clearer picture of how stations start out the day after having been cleaned between midnight and 6:30 AM.

Stations with No Excessive Litter

The litter ratings found by the Council and NYC Transit are disappointing and point to a problem area that requires attention. The Council found that only 58% of stations received grades of B or better for no excessive litter. The NYC Transit PES results are even more disappointing, finding that before the morning peak, only 68% of stations have no excessive litter, indicating that 32% of stations were not acceptably clean even at the start of the AM rush hour.

Station Litter Ratings:

NYCTRC
F 16%   A 10%   C 26%   B 48%
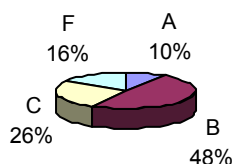
NYC Transit

Before AM Peak
Moderate 30%   Heavy 2%   None 7%   Light 61%

After AM Peak
Heavy 10%   None 2%   Light 36%   Moderate 52%
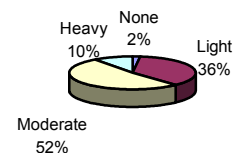
The Council also found that 16% of stations received a failing grade of F for heavy litter, 6% more than the post AM peak findings in the NYC Transit PES.

Transit's PES found 7% of stations before the morning peak and 2% of stations after the morning peak had no presence of litter while 10% of the NYCTRC stations surveyed received an A. This may be attributed to differing instructions given to the surveyors, and NYC Transit's inclusion of track bed litter as part of the category. NYC Transit PES instructions to surveyors state that only zero presence of litter can receive an A, while NYCTRC members were instructed that one piece of litter or less constituted an A.

When broken down by area, the Council's survey found that entrances and platforms had more serious problems with litter than did the control areas, which had no failing stations, similar to the findings in the 1994 Council survey.

Stations with No Excessive Graffiti
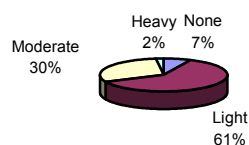
When Council members looked at graffiti they found a far more negative situation than is reflected in the NYC Transit PES. While the NYC Transit PES showed that 66% of stations had no graffiti and 34% of stations had light graffiti, the Council found that only 28% of stations had no graffiti and 44% had light graffiti, but 28% had either moderate or heavy graffiti. This is disappointing since Transit has a program to remove graffiti from non-painted surfaces within twenty-four hours and painted surfaces within seventy-two hours.

Platforms scored the worst with only 28% rated as having no graffiti. Entrances had 65% rated as having no graffiti, and similar to the 1994 findings, the control areas were rated best with 88% having no graffiti.

Station Graffiti Ratings:

NYCTRC

C 24%
F 4%
A 28%
B 44%

NYC Transit PES

Light 34%
None 66%
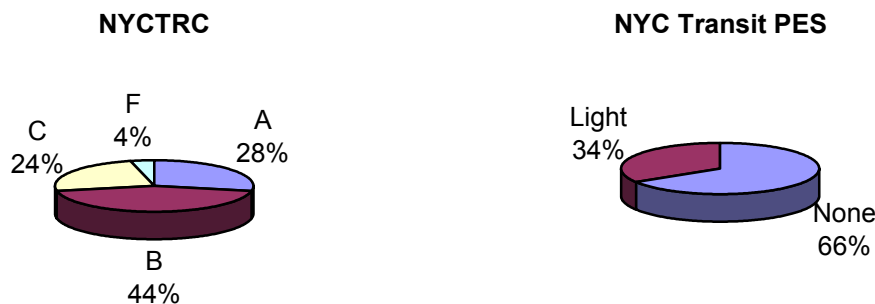
Cleanliness and Condition of Station Seating and Flooring

We are pleased that the PES now incorporates the Council's 1994 recommendation to define the seating and flooring cleanliness category more broadly to include stains in the rating process.

The PES evaluates station floors and seats together and does two evaluations, one before and one after the AM peak. The Council examined the two indicators separately to provide a clearer picture of seating and floor conditions. The Council survey found that station seating is in better condition than the floors, thus the PES procedure allows the good condition of seating to mask the poorer condition of floors.

The Council found that only 54% of the stations surveyed received a grade of B or better for seating cleanliness, and only 50% of the stations received a grade of B or better for floors. At the other end of the spectrum, while only 4% of stations received a failing grade for seating, 12% of stations failed for floor conditions. The PES found light or no problems with floor and seat cleanliness at 58% of stations before the AM peak and 48% after the AM peak, and 4% to 12% respectively with heavily soiled seats and floors.

Despite the low grades given for these indicators, NYC Transit still does not separate them to identify the problem in greater detail.   We recommend that the indicators for the cleanliness and condition of seats and floors be separated in the PES.

NYCTRC
Cleanliness of Station Seating

F 4% N/A 2% A 26%
C 40%
B 28%
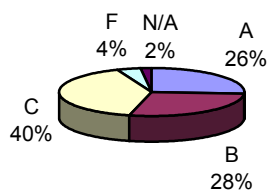
NYCTRC
Cleanliness of Station Floors

F 12% A 2%
B 48%
C 38%
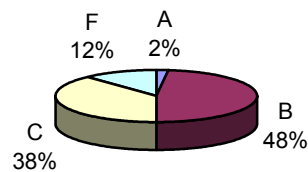
II. Cleanliness and Appearance: (Indicators not evaluated by NYC Transit)

Water is one of the biggest problems in stations and contributes to poor station appearance, operational problems and potentially dangerous conditions, creating an image of a neglected system. While some station leakage problems are being addressed, others seem to go unreported and uncorrected as a result of NYC Transit's lack of a formal leakage reporting system. The Council strongly believes that the water-related indicators discussed in this section should be added to the PES to ensure the tracking and maintenance of leak problems. The Council also would like to see the cleanliness of the station walls and ceilings incorporated into the PES, as they received the lowest scores of all the indicators. Acceptable lighting conditions, wire exposure and station foul odors should be included in the PES as these are indicators that strongly influence the quality of the passenger environment.

Water/Puddles/Slippery Stair/Floor

Water is a constant problem in the station environment. Water leakage and structural damage from water are two of the biggest challenges that station maintenance crews must deal with on a daily basis. While some leaks have been or are being addressed, others are unreported because there is no formal mechanism for documenting water related problems. Water, puddles, and slippery stairs and floors can cause increased accidents and destroy NYC Transit property. NYC Transit should include this indicator in the PES in an effort to reduce customer injury through slip, trip and fall accidents and to reduce damage, particularly to new and rehabilitated stations. Of the stations surveyed only 66% had floors that had not been damaged from moderate or heavy water conditions.

NYCTRC
Water Damaged Floors

F
6%

C
28%

A
38%

B
28%
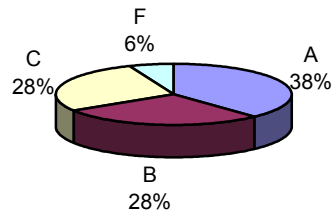
Water Leakage on Walls

Water damaged walls convey the image of a poorly maintained system and may create hazardous floor conditions. The problem of water damaged walls was evident with only 64% of stations receiving a grade of B or better and 10% of stations surveyed failing. Entrances, control areas and platforms performed similarly receiving a grade of B or better with 80%, 79% and 78% respectively.

NYCTRC
Water Damaged Walls

F
10%

C
26%

A
36%

B
28%
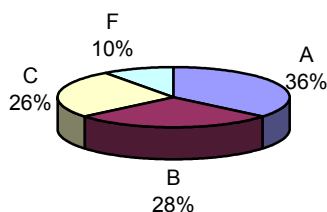
Water Leakage on Ceilings

Similar to walls, leaking ceilings lead to dangerous floor conditions and add to the number of slip, trip and fall accidents each year, which may increase Transit's exposure to liability lawsuits. The problem with water-damaged ceilings was clearly evident from the Council's survey, with only 36% of stations receiving a grade of B or better and 22% of stations failing. Water damage on platform ceilings was the most pronounced with 8% failing, platforms and entrances had the most problems with leaking ceilings with only 69% receiving a B or better, and 8% of platforms failing. Control areas did not perform much better with 74% receiving a B or better and 7% failing.

NYCTRC
Water Damaged Ceilings
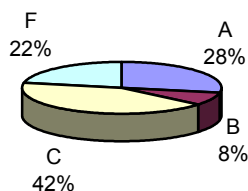
Cleanliness and Condition of Station Walls

The recommendation to add this indicator to the PES was previously made in the Council's 1994 report, but it continues to be ignored. After reviewing the statistics from the 2004 survey, the Council believes this remains a valid indicator and is recommending again that the PES include an evaluation of the cleanliness of station walls.

Station walls scored very poorly with only 32% of stations receiving a grade of B or better and 32% of stations failing. The Council recognizes the difficulty of cleaning hard to reach walls, such as on the far side of the track bed. Yet, walls do impact the passenger environment, and while frequent cleaning may not be possible, cleaning these walls should be incorporated into a total maintenance program.

Since it can be shown that newly renovated NYC Transit stations show a remarkable deference to the past glories of the system there is no reason to tolerate large amounts of missing or damaged tiles on station walls and columns. Many studies have shown that when passengers feel comfortable about their station environment and it is obvious that management has taken care to maintain that environment, the incidence of graffiti and vandalism register sharp declines.

Platform walls performed the worst with only 59% receiving a grade of B or better and 14% receiving an F. Control areas again scored the best with 83% receiving a grade of B or better, and 67% of entrances receiving a grade of B or better.

NYCTRC
Cleanliness of Station Walls

A pie chart showing:
- A: 6%
- B: 26%
- C: 36%
- F: 32%
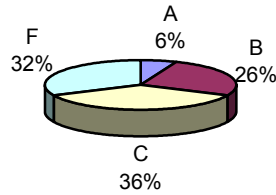
Cleanliness and Condition of Station Ceilings

The recommendation to include the cleanliness of station ceilings was also made in the Council's 1994 report, but this indicator continues to be neglected. The cleanliness of the ceilings in stations received the lowest grade of all the indicators, with 45% of stations receiving a failing grade, and only 33% of stations receiving a grade of B or better. This is clearly an important indicator that should be included in the NYC Transit PES.

Platform ceilings scored the worst with only 59% receiving a grade of B or better, and again control areas were the cleanest with 83% receiving a B or better for the cleanliness of ceilings. Control areas continue to consistently grade better than do the other station areas. This result suggests that consideration should be given to the role of station agents in preventing damage and identifying maintenance needs when station staffing decisions are made.

NYCTRC
Cleanliness of Station Ceilings

A pie chart showing:
- A: 11%
- B: 22%
- C: 22%
- F: 45%
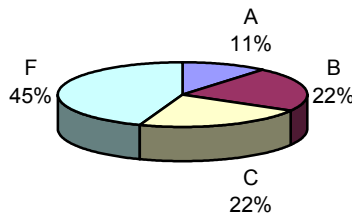
Stations with Acceptable Lighting

Lighting was included in the 1994 NYC Transit PES and was graded near perfect with 99% of stations rated acceptable. The indicator has since been removed from the PES because the grades were consistently high. Adequate lighting is crucial for reducing crime and preventing accidents. It is also psychologically reassuring to customers and affects customer's perceptions of the system, if the environment is well lit. In 1994 the Council recommended that the category be broadened from "any dark area accessible to passengers" to any "dim" areas accessible to passengers. Using this standard the

Council found that only 69% of entrances had acceptable lighting in 1994.   This year using the "dim" definition the Council found that only 70% of stations received an acceptable grade of B or better for lighting.

Lighting conditions were the worst on platforms with only 76% receiving a B or better, 79% of entrances received a B or better and control areas had the best lighting conditions with 92% receiving a B or better. This may be due to station agents reporting outages.

The Council's findings demonstrate that this is an area that needs improvement, and this indicator should be returned to the PES.   Lighting is integral to passengers' sense of security.

NYCTRC
Acceptable Station Lighting
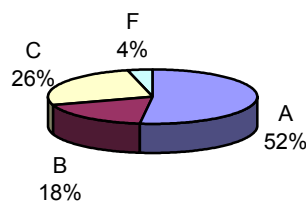
Stations with No Foul Odors

The Council recommended in its 1994 report that a foul odor indicator be added to the PES.   NYC Transit has consistently stated that the category would be too subjective. However, the Council did not find it difficult to identify foul odors, nor do many riders who encounter an area with a particularly bad odor. Smell certainly impacts the passenger's environment and customers' attitude toward that environment.

The Council found that 88% of stations received a grade of B or better, although 8% received an F. When isolated by area entrances, control areas and platforms all scored well with 90%, 98% and 97% respectively scoring a grade of B or better.

NYCTRC
No Foul Odors
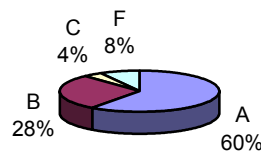
Stations with No Exposed Wires

Wires that are not properly secured give the station a disorderly appearance and can increase vandalism opportunities. In the 1994 report the Council recommended that this important indicator be added to the PES, yet it still has not been included. This year the Council found that 54% of stations had exposed or hanging wires, an 18% decline since the Council's last report.   When divided by area type, only 65% of control areas had no exposed or hanging wires. With the exposed and hanging wires becoming even more of a problem, the Council strongly recommends that Transit include this indicator in the PES.

NYCTRC
Stations with No Exposed Wires

Pass
46%

Fail
54%
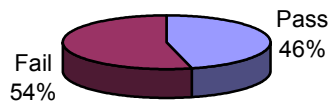
Structural Condition of Stairs and Handrails

The Council's 1994 report recommended that NYC Transit improve the structural condition of the aging station entrance stairs. At that time 80% of stations were in good repair. Ten years later entrance stairs continue to be in good repair at 82% of stations with entrance stairs. While platform stairs and handrails are in worse condition with only 66% in good repair at stations with platform stairs. A grade of B was defined as little structural damage, such as small bumps, nicks, chips or slight peeling/missing slippage strips on stairs and in generally good condition.   A grade of C was defined as stairs and handrails with some chips, unevenness, indicating wear and tear with cracked or broken stair tiles. This problem needs to be addressed to avoid customer injuries.

NYCTRC
Structural Condition of Entrance Stairs and Handrails

C
18%

A
36%

B
46%
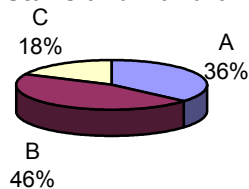
NYCTRC
Structural Condition of Platform Stairs and Handrails

F
2%

A
29%

C
32%

B
37%
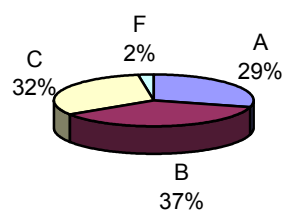
Cleanliness and Condition of Stairs and Handrails

This year the Council found that entrance stairs were relatively clean at 79% of the stations surveyed, but again the stairs and handrails in the platform area performed

poorly with only 66% of stations with platform stairs receiving a grade of B or better. Stairs and handrails received a grade of C for being grimy with dried sticky spots, and an F for having heavy sticky or wet spots, and being generally dirty.

NYCTRC
Cleanliness of Entrance
Stairs and Handrails

C 14%
F 7%
A 47%
B 32%
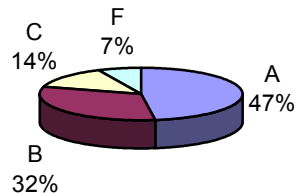
NYCTRC
Cleanliness of Platform
Stairs and Handrails

F 7%
A 34%
C 27%
B 32%
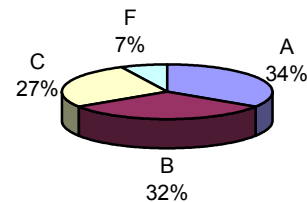
III. Customer Information: (Indicators evaluated by both NYC Transit and NYCTRC)

Current Subway System Map

The Council found that many control areas had missing (55%) and outdated (14%) maps. The PES found only 44% of stations had legible and correct system maps. In 1994 NYC Transit found that 82% of stations had correct and legible system maps, while the Council found no correct and legible maps in the 50 stations surveyed. The PES indicator criteria, now counts missing maps as a failure which it had not done previously. It is unfortunate; however, that little improvement has occurred. Commuters and tourists rely on the system map to maneuver New York City's complex transit system. The lack of a map causes passenger confusion and frustration, and can deter ridership. When routes change or other factors dictating a new map are indicated, NYC Transit should have that map up at every station quickly, and preferably as close to the effective date as possible.

NYCTRC
Control Area
Current Subway System Map

Maps 45%
No Maps 55%
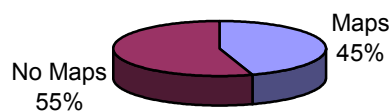
Correct Passenger Information Center (PIC)

One of the most important aspects of a subway station environment is the provision of timely and accurate information for customers. As mentioned earlier, this survey did not include signage as the Council released a report on subway signage in September 2002.

As in 1994, the Council evaluated Passenger Information Centers, which should include a current system map, borough bus map, neighborhood map, Guide-A-Ride, and frames for service notices, as well as a notice board that has a take-one/brochure rack.

The PES results show that 85% of stations have complete and correct Passenger Information Centers; however, the council's surveyors found this to be one of the most difficult and erratic indicators to evaluate because the elements of the PIC were not consistent from station to station. None of the stations surveyed had all elements of their PIC's present.   Some of the inconsistency can be attributed to different station configurations and space constraints. Another cause of inconsistency is the addition of MetroCard Vending Machines, Express Vending Machines and card readers to control areas, which has reduced much of the available wall space in smaller stations. The Council feels that when space constraints are not an issue, every effort should be made to ensure that Passenger Information Centers are complete and maintained with clear and current materials.

The NYC Transit system map is one of the most important communications tools of the subway system. It should be noted that the Council did not undertake the collection of data for this survey until the February 22, 2004 service changes had been implemented because the Council wanted to ensure that all the maps had been updated. Unfortunately, even after allowing time for this change, 33% of stations did not have a system map in one or more control areas and 38% of stations surveyed received a failing grade for not having a current map.

In addition to problems with system maps, 60% of stations received a failing grade for lacking a bus map, 50% received a failing grade for lacking a neighborhood map, 84% received a failing grade for lacking an institution map, and 50% of stations were missing a strip map in one or more control areas. Consistency throughout the system is essential if the PIC concept is to succeed.

Current Rapid Map Available at Station Service Booth

NYC Transit excelled in this category. Only two station service agents did not have current system maps. In addition members found station agents enthusiastic about showing their updated maps. Current maps are crucial to helping customers maneuver the system and Transit deserves kudos for its effort at making the new map readily available.

IV. Customer Information: (Indicators not evaluated by NYC Transit)

Service Notices

The Council's survey showed less than 1% of the total service notices as incorrect and less than 3% of the notices as outdated. Incorrect service notices were found in two stations and outdated service notices were found in four stations; however, surveyors

were not told which service notices should have been posted. Thus these statistics do not include cases where service notices should have been posted, but were not. Further, because of this lack of information, surveyors were unlikely to score a service notice as incorrect or outdated unless its deficiencies were obvious from reading the notice (e.g.; notices posted on the wrong line, notices remaining posted after the time that a service change was effective). Because of the limited examination of service notices, this indicator probably understates missing, incorrect or outdated service notices.

An example of this problem occurred when a Council member surveyed a station without any posted service diversion notices and assumed it was fine. Later in the day, the member was at a different station and saw that service diversion notices should have been posted all along the line.

V.   Functioning Equipment: (Indicators evaluated by both NYC Transit and NYCTRC)

Trash Receptacles Usable in Stations

The Council is pleased that the PES now incorporates its 1994 recommendation to include the presence of usable trash receptacles as an indicator in the PES. The Council would like to further recommend that surveyors be informed of the proper location of trash receptacles so that they can note when receptacles are missing from a particular location.

The Station Condition Survey asked members to record the number of trash receptacles in the control area and on platforms and to identify how many receptacles had no space available to deposit trash. Of the 50 stations surveyed there were 181 areas where trash receptacles should be located, only 141 were found, of these 9 had an overflow problem making them unusable. Of the 80 control areas surveyed only 46 had trash receptacles and of the 101 platforms surveyed 95 had trash receptacles.

NYCTRC
Presence of Trash Receptacles

Missing
Trash
Cans
22%

Trash
Cans
78%
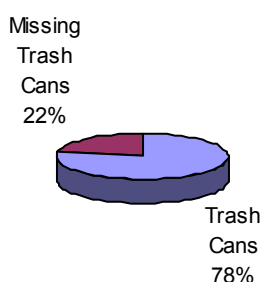
Working Public Telephones

Of the 378 telephones surveyed, 11% were not working and 58% had no "dial 3333 for MTA service information" stickers. Although cell phones have become popular in recent years, they currently do not work in most underground areas of the subway system. Public telephones are frequently the only means of communication in an emergency for passengers; thus it is important that they be in working order. We also believe that the high percentage of telephones without a service information sticker represents a missed opportunity to increase use of Transit information systems and increase passenger satisfaction.

NYCTRC
Working Telephones

Not
Working
11%

Working
89%

NYCTRC
Telephones with Stickers

Stickers
42%

No
Stickers
58%
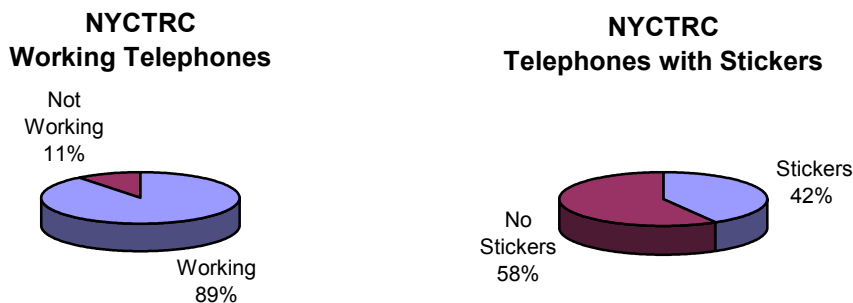
Working Turnstiles (the NYCTRC survey also included HEETS)

The Council found inoperative turnstiles in only three of the forty-eight stations equipped with standard turnstiles. In two of these stations, only one turnstile was not working properly, but in one station all three of the turnstiles examined were out of service. Overall, only 1% of turnstiles surveyed were not operational, and in 94 % of control areas, all turnstiles were operational and available for use. The figures for high entry-exit turnstiles (HEETs), which were not included in NYC Transit's PES, fared even better. The Council found that all of the HEETS were operational and available for use. This finding represents a good use of technology to improve customer convenience. We applaud NYC Transit for achieving this success.

Escalators/Elevators in Operation

The Council examined only eight stations having escalators or elevators. In one of these stations the elevators or escalators were out of service. In three of the stations, elevators or escalators were under repair.   The Lexington Avenue/59th Street complex serving the 4, 5, 6, N, R, and W lines, accounted for all of the elevators out of service, with five of ten elevators or escalators not operational.   While this station was not removed from the survey sample as a station undergoing renovation, it should be noted that it was the scene of considerable maintenance work throughout the survey period.

As a result of the findings at Lexington Avenue/59th Street, 11% of the escalators and elevators examined in the NYCTRC survey were out of service, while another 9% of

elevators and escalators examined were under repair. While periodic maintenance and repair of equipment is necessary, these findings emphasize the need for continued attention to the issue of non-operational elevators and escalators in subway stations. For many customers the lack of working elevators and escalators causes undue hardship.

VI. Functioning Equipment: (Indicators not evaluated by NYC Transit)

Operational MVMs, EVMs and Card Readers

With the elimination of tokens, New York City Transit is relying heavily upon MetroCard Vending Machines and Express Vending Machines to free station agents from selling fare media. Passengers also rely on these machines since not all control areas have twenty-four hour staffed service booths and single fare tickets are currently only available from vending machines.

The Council found non-working MetroCard Vending Machines (MVMs) in four of the fifty stations surveyed. In one station 14% (1 of 7) of MVMs were not working properly, in two stations, 33% of MVMs were out of service, while at another station the only two MVMs in the station were not operational.   Overall, 6% of station control areas with MetroCard Vending Machines (MVMs) contained at least one MVM that was not in service and 3% of MVMs examined were not working properly.

Only thirty-seven of the stations surveyed contained Express Metrocard Vending Machines (EVMs), which accept only credit and debit cards for payment. The survey found one station where one of the two EVMs was not in service and another station where the only EVM was not working properly. Overall, 6% of control areas having EVMs contained at least one non-working unit and 6% of EVMs examined were out of service.

Surveyors also evaluated the condition of MetroCard readers, which allow passengers to determine the value remaining on their cards, in forty-eight stations. In two of the stations, all MetroCard readers surveyed were out of service, while in the remaining forty-six stations all units were operational. Three percent of control areas having MetroCard readers contained at least one faulty reader, and 2% of MetroCard readers examined were not working properly.

Despite the importance of MVMs, EVMs, and MetroCard readers to riders, the NYC Transit PES does not currently evaluate this equipment. We recommend that indicators measuring the working condition of this equipment be added to the PES.

VII.   Station Operations: (Indicators evaluated by NYC Transit and NYCTRC)

Station Agents in Uniform/Badge Displayed

The Council encountered a total of 74 Station Agents in the course of their survey work. Of these, six, or 8%, were found to not be in regulation uniform while the PES found that all Station Agents were in proper uniform. Four Station Agents, or 5% of the total, did not have their badges correctly displayed so that they might be readily identified. Similarly the PES found that 6% of stations agents did not properly display their badges.

Working Booth Microphone

The percentage of working booth microphones in station service booths has improved considerably. In the 1994 survey, only 64% of stations were found to have all token booth microphones in use and operational; in many of the remaining cases, the condition of the booth microphone was not evaluated because the clerk on duty failed to use it. In contrast, the 2004 Council survey found microphones in only 2 of 74 station service booths that were not operating properly.

VIII.   Station Operations: (Indicators not evaluated by NYC Transit)

Responsiveness to Customer Inquiries

Of the 74 Station Agents evaluated, five, or 7% of the total, were judged to not be responsive to customer inquiries. This finding represents a major improvement over the 1994 Council survey, where 14% of station agents were considered not responsive to customer inquiries. The NYC Transit PES no longer evaluates Station Agents' customer-responsiveness. This indicator was removed from the survey between the 1994 and 2004 Council surveys.

CONCLUSIONS

While the Council's survey shows that NYC Transit's efforts have indeed improved conditions from the 1980's, it also highlights several areas of special concern. Improved conditions from the 1994 Council survey were noted in the areas of station lighting, use of station service booth microphones, and the structural condition of entrance stairs. In contrast, the 2004 Council survey found station ceilings and walls to be poorly maintained and have in fact declined in condition since 1994, when 52% of stations had acceptable walls and ceilings. The 2004 Council survey found 32% of stations failing for cleanliness and condition, and another 44% and 42% respectively, receiving only a grade of C.

Water damaged ceilings were also a serious problem with 22% failing, and 42% receiving a grade of C. The cleanliness and condition of floors was a problem at 50% of stations, while litter was a problem at 42% of stations. Passenger Information Centers also scored especially poorly with none containing all the required information, and the proportion of stations with exposed or hanging wires increased by 18 percentage points from 1994 to 2004.

The results of the Council's survey indicate that the NYC Transit Passenger Environment Survey falls short of its goal of evaluating the transit environment from the customer's perspective and is not fulfilling its full potential for three reasons: (1) The PES weighted rating system masks serious problem areas by averaging good scores with bad scores, and (2) The PES is lacking categories that should be rated due to their impact on the passenger. (3) The PES should also have an additional goal, which is to effect improvements in the system.

NYC Transit's use of a weighted computation of the ratings for all its components, e.g. mezzanines, platforms, passageways, station track beds and stairways is a problem because it can mask a low grade. The Council believes that the passenger's perception of the entire station can be colored by a single negative experience. Therefore, if one area is in poor condition, the passenger will usually feel that the entire station is in poor condition.

The second problem arises from limiting the number of indicators that are evaluated. This results in many poorly performing indicators being missed including those indicators that are the lowest performers, such as a cleanliness of the ceilings and walls. Some indicators require greater attention in order to be assessed correctly, particularly when they involve conveying information to the public, such as the Passenger Information Center, and Service Change Notices indicators.

The third problem arises because Transit does not use the PES as a management tool to assess and audit performance and establish standards. Currently the PES is merely a report provided to station managers to do with as they please. Stations are not ranked in order of best to worst, nor are they tracked to see if they have improved from one survey period to the next. Unless the PES is utilized as the measuring stick for accepted Transit standards, the PES will remain nothing more than an evaluation without real meaning.

Conditions will continue to improve only through the Capital Program and not through maintenance. The unfortunate result is that the capital improvements will soon show the grime or water damage of the old system, and again allow customers to conclude that no one is in charge or cares about the passenger environment – the place where customers opinions of the transit system are formed and remain.

RESULTS OF THE 1994 RECOMMENDATIONS

As Table One demonstrates, of the six recommendations to the PES methodology made in the 1994 survey, three were adopted, two categories were removed from the PES, and one was improved.

Table 1. 1994 Recommendations to the PES methodology:

Methodology Recommendation	Status
Criteria for indicators must be determined based on passenger perceptions.	**Improved**
Definition of dirty floors should be modified to include any type of dirt including stains, not just dirt that can be removed.	**Adopted**
Acceptable lighting should be modified so that the station will fail for dim areas as well as dark areas.	**Category Removed from PES**
In addition to checking public telephones for a dial tone, coin phones should be checked to see if they accept coins and if they return them if no call is placed.	**Adopted**
The definition of correct subway maps should be revised to require the maps to be up to date, indicating any long term service changes.	**Adopted**
The definition of customer responsiveness should require token clerks to respond in a helpful and polite manner. Mere acknowledgment of the customer's presence is not sufficient.	**Category Removed from PES**

In 1994 the Council also recommended that the following station issues be addressed:

Issue Recommendation	Status
Improve Station Lighting	**Improved:** In 1994 the Council found that only 69% of entrances had acceptable lighting. In 2004 the Council found that 79% of entrances had acceptable lighting.
Install More Telephones in Stations	**Unclear**
Post Revised Subway Maps as Soon As They Are Printed	**Poor:** Current maps continue not to be displayed in a timely manner. According to the PES only 44% of stations had legible/correct system maps.
Ensure Station Agents Can and Do Use their booth microphones.	**Improved:** Working booth microphones have improved considerably. In the 1994 survey, only 64% of stations were found to have microphones in use and operational. In contrast, the 2004 Council survey found 2 of 74 service booth microphones not operating properly.
Clean walls and ceilings regularly.	**Poor:** In 1994, 48% of stations failed for the cleanliness of their walls and ceilings. (The criteria for failing = Any excessive dirt on walls or ceiling.) In 2004 the indicators were separated and found conditions have deteriorated with 68% of walls and 67% of ceilings receiving a grade of C or F. (The criteria for a C = Overall dingy walls; widely scattered spots, peeling paint, missing or cracked tiles.)
Repair the many entrance stairs that are needed.	**Improved:** In the Councils 1994, 80% of entrance stairs were found to be in good repair. In 2004 conditions have improved slightly with 82% of entrance stairs in a state of good repair.
Remove exposed wires.	**Declined:** This year the Council found that only 46% of stations had no exposed or hanging wires, an 18% decline since the Council's 1994 report. The category continues to go unmonitored and excluded from the PES.

RECOMMENDATIONS

The NYC Transit PES should be used as a tool to set and achieve goals. Its strength is in its ability to be used as a measurement standard to which the Division of Station Operations should be held accountable. This accountability must come from the President's office. The PES needs to have a station tracking and ranking system to be effective. The information can then be used to determine when a station's condition warrants acceleration of its renovation timetable and to identify stations where maintenance is not up to NYC Transit standards.

Improve the Usefulness of Station Data. The PES should add three new data formats to its presentation:
- Station Tracking: The grades for each station should be tracked from one PES to the next.
- Station Ranking: Each station should be ranked according to the number of failures.
- Indicator Ranking: Each indicator should be ranked according to its failure rate to identify systemic problems.

Conduct a Communication Issues Survey Once a Year. The Council recommends a separate PES be conducted each year regarding communication issues in the stations. This would include: ensuring service notices are posted, accurate, and timely, ensuring maps are current and telephones and emergency buttons are operational.

Separate the Cleanliness of the Floor and Seat Indicator. The floor and seat indicators should be separated to give better clarity for follow up.

Add Important Indicators to the PES:
- Cleanliness/Appearance of Ceilings
- Cleanliness /Appearance of Walls
- Water Leakage on Walls
- Water Leakage on Ceilings
- Water/Puddles/Slippery Stairs/Floors
- Lighting
- Exposed Wires
- Structural Condition of Stairs and Handrails
- Cleanliness/ Appearance of Stairs and Handrails
- Service Notices (current, placement, accurate)
- Public Telephones with #3333 MTA Service Information Stickers
- Operational MVMs, EVMs and Card Readers
- Station Agents Who Are Customer Responsive

Change Grading System to Better Reflect Customer Perception:
To clearly identify problem areas, averages should not be used. Averages allow acceptable areas to compensate for failing areas, thus masking problems. Station areas should be evaluated based on the lowest grade received, as this is closer to the public perception of station conditions.

APPENDIX A

STATION ENVIRONMENT SURVEY INSTRUCTIONS TO NYCTRC MEMBERS

New York City Transit Riders Council

2004 STATION ENVIRONMENT SURVEY

INSTRUCTIONS

1. Enter your name, the station name, the train line(s), and the time and date at the top of the form.

2. The form has columns for Entrance, Control Area, Northbound/Outbound/ Southbound/Inbound Platform. Only evaluate these three areas; sections of each station that are not easily defined as one of these four areas (i.e. mezzanine, transfer passageways) will not be evaluated.

    *   The **entranceway** is the stairwell leading from the street to the control area. Only evaluate four entranceways, making sure that they are as spread out as possible.
    *   The **control area** includes non-paid sections of each station between the entranceway and the turnstiles. Only evaluate two control areas.
    *   The **platform areas** include only the platform adjacent to the tracks. On survey form, circle the appropriate platforms (in the table heading) you are evaluating (Northbound, outbound, southbound or inbound).

3. The possible responses for each indicator are P = Pass, F = Fail and N/A = Not Applicable. *Refer to the list of survey definitions for the criteria for each indicator*.

4. **Complete two survey forms for each station you survey.** Use one form as a checklist and to write specific notes about station conditions as you survey each station. Then, transfer information from the first form onto a second survey form, only noting failing ("F"), ("P") and not applicable ("N/A") indicators. For instance, if you record three passes and one fail for a certain indicator under "Entrance" on your first form, you would enter "F" on your second form for that indicator under "Entrance." If you record four passes or any combination of press and not applicable, you would enter "P" on the second form. If you only record not applicable for that indicator, enter "N/A" on your second form.

5. Upon entering the control area, immediately evaluate the indicators that require you to interact with the station agent before you evaluate other control area indicators. "Station Agents Displaying Customer Responsiveness," Working Booth Microphone," and "Current Rapid Map Available at Booth" can all be evaluated by a single procedure: ask the station agent for a subway map and then ask for directions to a particular station.

6. When evaluating "Legible/Correct System Maps" and "Current Rapid Map Available at Booth," remember that the current rapid map is dated September 2003. When evaluating "Correct CIC," note that the current system map is dated January 2003.

7. Note that stairways, escalators, and elevators are to be evaluated in the station area that they lead <u>from</u> as you enter and pass through the station. For example, the stairs leading from the entrance to the control area would be evaluated under the entrance area. If an elevator serves several levels, evaluate it at each level.

8. Note that you will need a quarter (or 50 cents) in order to check the telephones. Pick up the receiver; listen for a dial tone, than drop a quarter (or 50 cents) into the telephone to see that it accepts coins. Then hang up and retrieve your quarter (.50 cents). Make sure to check that the telephone has a MTA Service Sticker with #3333. Call the number to see that it works properly.

9. If you are unsure of what grade to give in a particular situation, make a note of it on the reverse side of the form, giving as much relevant information as possible.

10. For any serious problems in the station, give the reason for failure on the reverse side of the form. Try to be specific about the location of the problem (e.g., list the stair numbers for any stair or the booth number for any control area indicators which contain a serious problem). This will allow us to report these problems to NYC Transit.

2004 NYCTRC STATION SURVEY DEFINITIONS

INDICATOR NAME	A STATION AREA FAILS FOR:
Litter (no substantial)	Containing <u>more</u> than a few small pieces of litter or any large pieces of litter. *Litter is considered any debris that can be swept up. Station areas with a few small pieces of scattered litter are acceptable. Track bed litter is evaluated separately.*
Graffiti (no substantial)	Containing <u>more</u> than a few small traces of graffiti or any large graffiti. *Station areas with a few small traces of graffiti are considered acceptable.*
Cleanliness of Walls and Ceilings	Containing any excessive dirt or stains on walls of ceilings.
Cleanliness of Floors	Containing any large spills, heavy grime, dark or sticky stains or heavy dirt.
Water Leaks in Walls, Ceilings and Floors	Containing any active water streams on walls, drips from ceilings or puddles on floors due to leaks.
Foul Odors	Containing any foul odors.
Lighting (acceptable)	Containing any dim or dark area accessible to passengers. *Do not consider platform lights of an opencut or elevated station surveyed during daylight hours. Evaluate the platform lights of these stations only when surveyed during evening hours. Record "N/A" for platform lights at an open cut or elevated station surveyed during daylight hours.*
Exposed Wires	Containing any exposed wires.
Structural Condition of Stairs and Handrails	Containing any stairs or handrails that are not in good repair. Not in good repair includes splintering wood, broken, off hinges. *Each stairwell is considered to be a part of the station area it leads <u>from</u> when passing through the station from street level to platform level.*
Cleanliness of Stairs and Handrails	Containing any dirty or stained stairs or handrails. *Each stairwell is considered to be a part of the station area it leads <u>from</u> when passing through the station from street level to platform level.*
Working Elevators/Escalators	Containing any escalator or elevator that is not working or not available to the public. *Each elevator or escalator is considered to be a part of the station area it leads <u>from</u> when passing through the station from the street level to the platform.*

INDICATOR NAME	A STATION AREA FAILS FOR:
Customer Rule Violations	Containing any persons violating the "Rules of Conduct" (e.g. fare-beating, littering, sleeping on seats, etc).
Outdated Service Notices	Containing any outdated service notice.
Working Public Telephones	Containing any malfunctioning telephone. *Working telephones are determined by listening for a dial tone and then depositing 25 cents/50 cents to determine if the phone accepts coins (coin phones only). Telephones with an "out of order sign will be rated as unacceptable.*
Public Telephones with #3333 MTA Service Info. Stickers	***Telephone should visibly display a #3333 MTA service information sticker.*** **Make sure to test that the number is reachable by telephone.** *Record "N/A" if the area contains no telephones.*
Understandable Station Announcements	Any unintelligible or inaudible public address system station announcement. *If no announcements are made in a particular station area during the observation period, that station area will not be rated for this indicator.*
Correct Station Announcements	Any public address system announcement with incorrect or inaccurate information.
Track Bed Litter (*n/a at elevated station*)	Containing anything <u>more</u> than lightly scattered track bed litter. *Track bed litter is viewed from the station platforms; any track bed with excessive litter will fail the platform, which serves it.*
TRASH RECEPTACLES	Containing a trash receptacle that is too full to allow any more trash to be deposited. *Record "N/A" if the area contains no trash receptacles.*
Seating on Platform (condition)	Containing any dirty or broken seats. *Record "N/A" if the area contains no seats.*
Current and Legible MTA System Maps (*Jan. 2003*)	Containing any outdated or illegible system maps. The current system map is dated January 2003. *Record "N/A" if there are no system maps.*

INDICATOR NAME	A STATION AREA **FAILS** FOR:
Customer Information Center	Containing any outdated or illegible CIC components (e.g. system map, bus map, neighborhood map, Guide-A-Ride, notice board). *Only stations that have CIC(s) are considered.*
Station Agents in Proper Uniform	Any agent who is out of uniform. *Agents must wear regulation uniforms and adhere to the "Uniform Standard" issued by the Division of Stations.*
Station Agents with Proper Badge Display	Any open station service booth window without the agent's badge properly displayed within its holder.
Station Agents who are Customer Responsive	Any station agent responding in a negative or unresponsive manner. *In order to determine station agent customer responsiveness, the surveyor (not identified) while requesting a map at the booth will ask the agent questions regarding subway directions. The surveyor will also observe any interactions between the agent and the other passengers.*
Working Station Service Booth Microphone	Any station agent who does not use the booth microphone when responding <u>or</u> Any booth microphone that is inaudible or non-functional. *The surveyor will ask the station agent questions and observe other passengers' interactions with the clerk.*
Current Rapid Map Available at Booth *(Sept.2003)*	Not having a current rapid system map available at the booth. The current map is dated September 2003. *The surveyor will ask the station agent for a rapid system map.*
Operational MVMs	Containing any out-of-service MetroCard Vending Machine. **The machines are evaluated by observing the operational messages displayed.** *Record "N/A" if the control area contains no MVMs.*
Working Turnstiles and HEETS	Containing any turnstile observed to be out of order (e.g. displaying a "closed" sign, containing a taped over card swipe <u>or</u> Containing any HEET, which is padlocked or any of the above. *Make sure to note specifics on your original form*.

APPENDIX B

STATION SURVEY FORMS

New York City Transit Riders Council
STATION ENVIRONMENT SURVEY 2004

ENTRANCES

Name: _____ Train Line(s): _____

Station: _____ Time/Date: _____

Weather (*circle all that apply*): Rain Snow Cold Warm Severe Conditions (explain) _____

INDICATORS	ENTRY 1	ENTRY 2	ENTRY 3	ENTRY 4	NOTES/ COMMENTS
Entrance Location** (Write in cross streets, N/S/E/W direction and uptown/ downtown/Manhattan-bound/ other borough-bound, if applicable.) ** *Two entry stairs that join into the same entrance are considered one entrance and the grades should be averaged. Please identify in notes.*					
Litter (Presence of litter) A= Excellent. No litter or very little litter. B= Good. Lightly scattered dry litter; no opened or spilled food or hazardous conditions (rolling bottles). C= Fair. Moderate dry litter; no opened or spilled food or hazardous conditions (rolling bottles). F= Poor. Heavy litter; any opened or spilled food or hazardous conditions (rolling bottles).					
Graffiti (Presence of graffiti)** A= Excellent. None, basically graffiti free or traces of removed graffiti. B= Good. Lightly scattered graffiti; no vulgarity or obstructed signage. C= Fair. Moderate scattered graffiti; no vulgarity/obstructed signage. F= Poor. Heavy graffiti; any vulgarity or obstructed signage. ***Graffiti on advertisements is also considered.*					
Cleanliness/Appearance of Walls (Presence of dirt /general appearance) A= Excellent. No dirt or very little dirt. B= Good. Light, occasional "ground in" spots in areas, but generally clean. C= Fair. Moderate, overall dingy walls; widely scattered spots, peeling paint, missing or cracked tiles. F= Poor. Heavy dirt, ingrained stains, peeling paint, missing or cracked tiles.					
Cleanliness/Appearance of Ceilings (Presence of dirt/ general appearance) (Use same grading system as Walls)					

INDICATORS	ENTRY 1	ENTRY 2	ENTRY 3	ENTRY 4	NOTES/ COMMENTS
Cleanliness/Appearance of Floors (*Presence of dirt/general appearance*) A= Excellent. No dirt or very little dirt. B= Good. Light, occasional "ground in" spots in areas, but generally clean. C= Fair. Moderate, widely scattered spots or cracked tiles/broken floor. F= Poor. Heavy dirt, ingrained stains, unsafe conditions (rolling bottles), cracked tiles/broken floor.					
Water Leakage On Walls (*Presence of water*) A= Excellent. No wet spots/ water marks, evidence of water damage or very little. B= Good. Light, some wet spots, water marks or evidence of water damage in areas, but generally in good condition. C= Fair. Moderate, widely scattered wet spots, water marks or water damage. F= Poor. Heavy or active wet spots, leaks; large or multiple wet areas, water marks or evidence of water damage, unsafe conditions.					
Water Leakage On Ceilings (*Presence of water*) (Use same grading system as Walls)					
Water/ Puddles/ Slippery Stair/Floor (*Presence of water/ slippery conditions*) A= Excellent. Stairs/floor are basically free of puddles and not slippery. B= Good. Stairs/floor have small puddles/are slippery in a few areas, but generally in good condition. C= Fair. Stairs/floors have puddles/ slip conditions; but puddles/ slippery conditions are widely spread out /inconvenient, but not unsafe. F= Poor. Stairs/floors have large or multiple puddles; slippery/wet Conditions in many areas creating unsafe conditions.					
Foul Odors (*Presence of odor*) A= Excellent. None, basically foul odor free. B= Good. Light, a slight odor in areas, but not highly noticeable. C= Fair. Odor conditions are clearly present, but at a tolerable level. F= Poor. Odor is heavy and/or intolerable.					

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INDICATORS	ENTRY 1	ENTRY 2	ENTRY 3	ENTRY 4	NOTES/ COMMENTS
Lighting (Condition of visibility)** A= Excellent, well lit, no areas are dim or dark. B= Good, some areas could be brighter, but above average. C= Fair, adequate lighting conditions, areas are visible. F= Poor, lighting is dim or dark. **The square shaped lights with separate conduits are emergency lights and should not be lit in normal circumstances.*					
Exposed Wires (Number of wires NOT encased in conduits)** For each entrance, if applicable: 1. Record the number of wires at each station entrance that are exposed or NOT fully encased in conduits. **Please note any conditions that seem potentially hazardous.*	# NOT Encased ____	# NOT Encased ____	# NOT Encased ____	# NOT Encased ____	
Structural Condition of Stairs and Handrails A= Excellent. Stairs/handrails are well painted, maintained and in excellent condition. B= Good. Little structural damage, such as small bumps, nicks, chips, or slight peeling/missing slippage strips on stairs, but generally in good condition. C= Fair. Stairs/ handrails show some chips, unevenness, indicating wear and tear, cracked or broken stair tiles. F= Poor. Stairs/handrails are missing or broken, banister is splintering, stairs are broken.					
Cleanliness of Stairs and Handrails (Degree of dirtiness) A= Excellent. Stairs/handrails have none or very little dirt. B= Good. Stairs/handrails have light, occasional "ground in" spots, but are generally clean. C= Fair. Stairs/handrails are grimy; there are dried, sticky spots. F= Poor. Stairs/handrails have sticky or wet spots, and generally dirty.					

INDICATORS	ENTRY 1	ENTRY 2	ENTRY 3	ENTRY 4	NOTES/ COMMENTS
Working Elevators/Escalators, if applicable (Number in operation)** For each entrance: 1. Record the total number of elevators/escalators at each station entrance. *Please be sure to identify if elevator or escalator.* 2. Identify how many elevators/escalators are NOT in operation, not well lit or clean. 3. Identify how many elevators/escalators are under repair or taken out of service due to scheduled repair ** *Any escalator NOT available to public is rated NOT in operation, unless the equipment is under repair or scheduled to be out of service (with a visible notice to the public). If sign is outdated, write down what sign says.* *** *It is important to differentiate between elevators that are not working and under repair / out of service.*	Total # ___ # NOT Working ___ # Under Repair ___	Total # ___ # NOT Working ___ # Under Repair ___	Total # ___ # NOT Working ___ # Under Repair ___	Total # ___ # NOT Working ___ # Under Repair ___	
Working Public Telephones, if applicable (Number that are fully operational) For each entrance, if applicable: 1. Record the number of telephones at each station entrance. 2. Identify how many telephones are NOT fully operational. ** *Working telephones are determined by listening for a dial tone.*	Total # ___ # NOT Working ___	Total # ___ # NOT Working ___	Total # ___ # NOT Working ___	Total # ___ # NOT Working ___	
Public Telephones with 3333 MTA Service Info. Stickers, if applicable (Number with stickers)** For each telephone, if applicable: 1. Record the number of telephones that do NOT have a clearly visible #3333 sticker. ** *Public telephones must have a sticker on the front of the telephone.*	# NO Sticker ___	# NO Sticker ___	# NO Sticker ___	# NO Sticker ___	

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New York City Transit Riders Council
STATION ENVIRONMENT SURVEY

Name: _____   **Train Line(s):** _____

Station: _____   **Time/Date:** _____

Weather (circle all that apply): Rain Snow Cold Warm Severe Conditions (explain) _____

INDICATORS	CONTROL AREA 1	CONTROL AREA 2	NOTES/ COMMENTS
	Station booth # ____	Station booth # ____	
Control Area Location (Write in station location, street, N/S/E/W direction and or uptown/ downtown/ Manhattan-bound/ other borough-bound, if applicable.)			
Litter (Presence of litter) A= Excellent. No litter or very little litter. B= Good. Lightly scattered dry litter; no opened or spilled food or hazardous conditions (rolling bottles). C= Fair. Moderate dry litter; no opened or spilled food or hazardous conditions (rolling bottles). F= Poor. Heavy litter; any opened or spilled food or hazardous conditions (rolling bottles).			

INDICATORS	CONTROL AREA 1	CONTROL AREA 2	NOTES/ COMMENTS
Trash Receptacles (Number that are usable/ have available space to deposit trash) For each control area: 1. Record the number of trash receptacles in each control area. 2. Identify how many receptacles are NOT useable.	Total # _____ # NOT Useable _____	Total # _____ # NOT Useable	
Graffiti (Presence of graffiti)** A= Excellent. None, basically graffiti free or traces of removed graffiti. B= Good. Lightly scattered graffiti; no vulgarity or obstructed signage. C= Fair. Moderate scattered graffiti; no vulgarity/obstructed signage. F= Poor. Heavy graffiti; <u>any</u> vulgarity or obstructed signage. **Graffiti on advertisements is also considered.*			
Cleanliness/Appearance of Walls (Presence of dirt/general appearance) A= Excellent. No dirt or very little dirt. B= Good. Light, occasional "ground in" spots in areas, but generally clean. C= Fair. Moderate, overall dingy walls; widely scattered spots, peeling paint or missing/cracked tiles. F= Poor. Heavy dirt, ingrained stains, peeling paint and missing/cracked tiles.			
Cleanliness/ Appearance of Ceilings (Presence of dirt/general appearance) (Use same grading system as Walls)			

INDICATORS	CONTROL AREA 1	CONTROL AREA 2	NOTES/ COMMENTS
Cleanliness/Appearance of Floors (Presence of dirt/general appearance) A= Excellent. No dirt or very little dirt. B= Good. Light, occasional "ground in" spots in areas, but generally clean. C= Fair. Moderate, widely scattered spots or cracked tiles/broken floor. F= Poor. Heavy dirt, ingrained stains, unsafe conditions (rolling bottles), cracked tiles/broken floor.			
Water Leakage On Walls (Presence of water) A= Excellent. No wet spots/ water marks, evidence of water damage or very little. B= Good. Light, some wet spots, water marks or evidence of water damage in areas, but generally in good condition. C= Fair. Moderate, widely scattered wet spots, water marks or water damage. F= Poor. Heavy or active wet spots, leaks; large or multiple wet areas or water marks or evidence of water damage and unsafe conditions.			
Water Leakage On Ceilings (Presence of water) (Use same grading system as Walls)			
Water/ Puddles/ Slippery Stair/Floor (Presence of water/ slippery conditions) A= Excellent. Stairs/floor are basically free of puddles and not slippery. B= Good. Stairs/floor have small puddles/are slippery in a few areas, but generally in good condition. C= Fair. Stairs/floors have puddles/ slip conditions; but puddles/ slippery conditions are widely spread out /inconvenient, but not unsafe. F= Poor. Stairs/floors have large or multiple puddles; slippery/wet conditions in many areas creating unsafe conditions.			
Foul Odors (Presence of odor) A= Excellent. None, basically foul odor free. B= Good. Light, a slight odor in areas, but not highly noticeable. C= Fair. Odor conditions are clearly present, but at a tolerable level. F= Poor. Odor is heavy and/or intolerable.			
Lighting (Condition of visibility)** A= Excellent, well lit, no areas are dim or dark. B= Good, some areas could be brighter, but above average. C= Fair, adequate lighting conditions, areas are visible. F= Poor, lighting is dim or dark. **_The square shaped lights with separate conduits are emergency lights and should not be lit in normal circumstances._**			

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INDICATORS	CONTROL AREA 1	CONTROL AREA 2	NOTES/ COMMENTS
Exposed Wires (Number of wires NOT encased in conduits)** For each control area, if applicable: 1. Record the number of wires that are NOT fully encased in conduits. ** *Please note any conditions that are potentially hazardous.*	# NOT Encased ___	# NOT Encased ___	
Correct Passenger Information Center (PIC or CIC) (Number of frames with correct and legible information)** For each control area: 1. Identify the number of PIC frames present, if any. If not, write "None". 2. Check off the items that are present in the PIC frames. 3. Write any specific conditions in the comments column. ** *Any control area that does not have a PIC or CIC is not rated.*	Total # of frames present ___ *Check off:* ___ System map ___ Local bus map ___ Neighborhood map ___ Institutional directory ___ Guide-A-Ride (strip map) ___ Service Notices(frame) ___ Service Info. Board with take –one holder	Total # of frames present ___ *Check off:* ___ System map ___ Local bus map ___ Neighborhood map ___ Institutional directory ___ Guide-A-Ride (strip map) ___ Service Notices(frame) ___ Service Info. Board with take-one holder	
Placement of Service Notices (Degree of proper placement) For each control area, please comment on where and how the service notices are placed to inform riders. Are the notices visible and legible?			
Current Service Notices (Degree of timeliness)** For each control area: 1. Identify the number of notices present, if any. If not, write "None". 2. Record the number of incorrect service notices. 3. Record the number of outdated notices. ***To be acceptable, a current service notice must refer to current or future dates of service. Any control area that does not have service notices is not rated.* ** *Includes any written notice on the board in the Station Service Booth.*	Total # of Service Notices ___ # Incorrect Notices ___ # OUTDATED Notices ___	Total # of Service Notices ___ # Incorrect Notices ___ # OUTDATED Notices ___	*Write main text of notice, if unsure.*

INDICATORS	CONTROL AREA 1	CONTROL AREA 2	NOTES/ COMMENTS
Current and Legible MTA System Maps *(Feb. 2004)* (Number that are current and legible). For each control area: 1. Record the total number of MTA system maps. 2. Record the number of maps that are NOT current. 3. Record the number of maps that are NOT legible.	Total # _____ # NOT Feb '04 _____ # NOT Legible _____	Total # _____ # NOT Feb '04 _____ # NOT Legible _____	
Working Elevators/Escalators, if applicable (Number in operation)** For each control area: 1. Record the total number of elevators/escalators. *Please be sure to identify if elevator or escalator.* 2. Identify how many elevators/escalators are NOT in operation, NOT well lit or clean. 3. Identify how many elevators/escalators are under repair or taken out of service due to scheduled repair. *** Any escalator not available to public is rated not in operation, unless the equipment is under repair or scheduled to be out of service (with a visible notice to the public). If sign is outdated, write down what sign says.* *** It is important to differentiate between elevators that are not working and under repair / out of service.*	Total # _____ # NOT Working _____ # Under Repair _____	Total # _____ # NOT Working _____ # Under Repair _____	
Working Public Telephones, if applicable (Number that are fully operational) For each control area, if applicable: 1. Record the number of telephones. 2. Identify how many telephones are NOT fully operational. ** *Working telephones are determined by listening for a dial tone.*	Total # _____ # NOT Working _____	Total # _____ # NOT Working _____	
Public Telephones with 3333 MTA Service Info. Stickers, if applicable (Number with stickers)** For each telephone, if applicable: 1. Record the number of telephones that do NOT have a clearly visible #3333 sticker. **_Public telephones must have a sticker on the front of the telephone._	# NO Sticker _____	# NO Sticker _____	

INDICATORS	CONTROL AREA 1	CONTROL AREA 2	NOTES/ COMMENTS
Station Agents in Proper Uniform?** For each control area: 1. Record the number of station agents in the control area. 2. Record the number of station agents NOT in regulation uniforms. *** The proper uniform consists of the following: light blue short and long sleeved shirt; MTA or Subway print clip-on tie (Men); MTA or Subway ascot or scarf (Women); 3-in-1 navy jacket; navy trooper or conductor hat. The uniform must be neat and in good repair. Buttons, badges or other insignia other than those specified as part of the uniform are not permitted, except by permission of NYCT.*	Total # of Agents ____ # of Agents NOT in Proper Uniform ____	Total # of Agents ____ # of Agents NOT in Proper Uniform ____	
Station Agents with Proper Badge Display? For each control area: 1. Record the badge numbers of station agents in the control area. 2. Record the number of station agents with INCORRECT badge display.	Badge Number (s) CA1 ____ # of Agents with INCORRECT Badge Display ____	Badge Number (s) CA2 ____ # of Agents with INCORRECT Badge Display ____	
Station Agents who are Customer Responsive?** For each control area: 1. Observe the station agent interacting with other customers and speak to the agent yourself (to evaluate this and next two indicators – microphone and map.) 2. Record the badge #s of the agents who are NOT customer responsive.	# of NON Responsive Agents ____	# of NON Responsive Agents ____	
Working Station Service Booth Microphone For each control area: 1. Speak to the agent to determine whether the microphone is working. 2. Record the # of microphones that are NOT working. 3. Record the station booth id # for all microphones that are NOT working.	# of NON Working Microphones ____ Station Booth ID # ____	# of NON Working Microphones ____ Station Booth ID # ____	
Current Rapid Map Available at Booth *(Feb. 2004)* For each control area: 1. Ask the agent for a current system foldout map. 2. Record the # of booths where the system map is NOT the most current. 3. Record the station booth id # for all booths with outdated maps.	# of Booths with OUTDATED System Maps ____ Station Booth ID # ____	# of Booths with OUTDATED System Maps ____ Station Booth ID # ____	

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INDICATORS	CONTROL AREA 1	CONTROL AREA 2	NOTES/ COMMENTS
Operational MVMs, EVMs and Card Readers For each control area, if applicable: 1. Record the number of MVMs, EMVs and Card Readers. 2. Identify how many of each type of machine are NOT fully operational. *** Operational machines are evaluated by availability to customers. Any machine closed off or not available is rated as NOT working. BREAK DOWN THE INFORMATION BY TYPE OF MACHINE.* ****OBSERVE CUSTOMER USAGE, IF NO CUSTOMERS, TEST THE MACHINES YOURSELF.*	Total # of: MVMs: ___ EVMs: ___ Card Readers: ___ # NOT Working: MVMs: ___ EVMs: ___ Card Readers: ___	Total # of: MVMs: ___ EVMs: ___ Card Readers: ___ # NOT Working: MVMs: ___ EVMs: ___ Card Readers: ___	*Write ID# of nonworking machines, if possible.*
Working Turnstiles and HEETS* For each control area, if applicable: 1. Record the number of Turnstiles and HEETs. 2. Identify how many of each type of machine are NOT fully operational. *** Working turnstiles or HEETS are evaluated by availability to customers. Any turnstiles or HEETS closed off to customers are rated as not working. BREAK DOWN INFORMATION BY TYPE OF MACHINE.*	Total # of: Turnstiles ___ HEETs ___ # NOT Working: Turnstiles ___ HEETs ___	Total # of: Turnstiles ___ HEETs ___ # NOT Working: Turnstiles ___ HEETs ___	
Condition of Seating in Off Hour Waiting Area A= Excellent. Seating is well maintained and in excellent condition. B= Good. Seating has little structural damage, such as small bumps, nicks, but generally in good condition. C= Fair. Seating shows wear and tear. F= Poor. Seating elements are missing or broken, splinters. Seats are not useable.			

New York City Transit Riders Council
STATION ENVIRONMENT SURVEY

Name: _____ **Train Line(s):** _____

Station: _____ **Time/Date:** _____

Weather (circle all that apply): Rain Snow Cold Warm Severe Conditions (explain) _____

INDICATORS	PLATFORM 1	PLATFORM 2	NOTES/ COMMENTS
Platform Location (Write in platform location detail, N/S/E/W direction and or uptown/ downtown/ Manhattan-bound/ other borough-bound, if applicable.)			
Condition of Seating in Off Hour Waiting Area, if applicable A= Excellent. Seating is well maintained and in excellent condition. B= Good. Seating has little structural damage, such as small bumps, nicks, but generally in good condition. C= Fair. Seating shows wear and tear. F= Poor. Seating elements are missing or broken, splinters. Seats are not useable.			
Litter (Presence of litter)** A= Excellent. No litter or very little litter. B= Good. Lightly scattered dry litter; no opened or spilled food or hazardous conditions (rolling bottles). C= Fair. Moderate dry litter; no opened or spilled food or hazardous conditions (rolling bottles). F= Poor. Heavy litter; <u>any</u> opened or spilled food or hazardous conditions (rolling bottles). ** *Track bed litter viewed from the platform is included.*			

INDICATORS	PLATFORM 1	PLATFORM 2	NOTES/ COMMENTS
Trash Receptacles (Number that have available space to deposit trash) For each platform: 1. Record the number of trash receptacles. 2. Identify how many receptacles do NOT have available space to deposit trash (NOT Useable).	Total # _____ # NOT Useable _____	Total # _____ # NOT Useable _____	
Graffiti (Presence of graffiti)** A= Excellent. None, basically graffiti free or traces of removed graffiti. B= Good. Lightly scattered graffiti; no vulgarity or obstructed signage. C= Fair. Moderate scattered graffiti; no vulgarity/obstructed signage. F= Poor. Heavy graffiti; <u>any</u> vulgarity or obstructed signage. **Graffiti on advertisements is also considered.*			
Cleanliness/Appearance of Walls (Presence of dirt/ general appearance) A= Excellent. No dirt or very little dirt. B= Good. Light, occasional "ground in" spots in areas, but generally clean. C= Fair. Moderate, overall dingy walls; widely scattered spots, peeling paint or missing/cracked tiles. F= Poor. Heavy dirt, ingrained stains, peeling paint and missing/cracked tiles.			
Cleanliness/Appearance of Ceilings (Presence of dirt/ general appearance)** (Use same grading system as Walls) **Ceilings above tracks should be included in the evaluation.*			

INDICATORS	PLATFORM 1	PLATFORM 2	NOTES/ COMMENTS
Cleanliness/Appearance of Floors (Presence of dirt/general appearance) A= Excellent. No dirt or very little dirt. B= Good. Light, occasional "ground in" spots in areas, but generally clean. C= Fair. Moderate, widely scattered spots, cracked tile or broken floor. F= Poor. Heavy dirt, ingrained stains, unsafe conditions (rolling bottles), cracked tiles/broken floor.			
Water Leakage On Walls (Presence of water) A= Excellent. No wet spots/water marks, evidence of water damage or very little. B= Good. Light, some wet spots/ water marks or water damage in areas, but generally in good condition. C= Fair. Moderate, widely scattered wet spots/water marks or water damage. F= Poor. Heavy or active wet spots, leaks; large or multiple wet areas/ water marks or water damage, unsafe conditions.			
Water Leakage On Ceilings (Presence of water) (Use same grading system as Walls)			
Water/ Puddles/ Slippery Floor (Presence of water/ slippery conditions)** A= Excellent. Floor is basically free of puddles and not slippery. B= Good. Floor has small puddles/is slippery in a few areas, but generally in good condition. C= Fair. Floor has puddles/ slip conditions; but puddles/ slippery conditions are widely spread out /inconvenient, but not unsafe. F= Poor. Floor has large or multiple puddles; slippery/wet conditions in many areas creating unsafe conditions. **Include stairs to/from platform in the evaluation.*			
Foul Odors (Presence of odor) A= Excellent. None, basically foul odor free. B= Good. Light, a slight odor in areas, but not highly noticeable. C= Fair. Odor conditions are clearly present, but at a tolerable level. F= Poor. Odor is heavy and/or intolerable.			
Lighting (Condition of visibility)** A= Excellent, well lit, no areas are dim or dark. B= Good, some areas could be brighter, but above average. C= Fair, adequate lighting conditions, areas are visible. F= Poor, lighting is dim or dark. ***The square shaped lights with separate conduits are emergency lights and should not be lit in normal circumstances.*			

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APPENDIX C

LIST OF STATIONS SURVEYED

2004 STATION CONDITIONS SURVEY STATION SAMPLE

Rank	Group	Id Boro	Boro	Station	Usage
MANHATTAN					
9	Group 1	M9	1	59 St./Lexington Ave. (4,5,6,N,R,W)	54023
11	Group 1	M10	1	47-50 Sts.- Rockefeller Center (B,D,F,V)	52295
13	Group 1	M12	1	59 St.-Columbus Circle (1,9,A,B,C,D)	48793
24	Group 1	M20	1	68 St.- Hunter College (6)	32287
37	Group 1	M29	1	5 Ave. (E,V)	24898
56	Group 1	M40	1	23 St. (R,W)	17676
86	Group 2	M57	1	Prince St. (R,W)	13855
96	Group 2	M60	1	137 St.-City College (1,9)	12734
115	Group 2	M71	1	81 St.-Museum of Natural History (B,C)	10444
156	Group 2	M84	1	Rector St. (N,R)	8087
200	Group 3	M94	1	Rector St. (1,9)	6138
204	Group 3	M95	1	Dyckman St. (A)	5919
290	Group 4	M104	1	190 St. (A)	3818
368	Group 5	M111	1	155 St. (C)	2180
QUEENS					
55	Group 1	Q9	2	82 St.- Jackson Hts. (7)	17876
61	Group 1	Q10	2	90 St.- Elmhurst Ave. (7)	16531
89	Group 2	Q19	2	46th St. – Bliss St. (7)	13397
147	Group 2	Q29	2	Queensboro Plaza (7,N,W)	8461
190	Group 3	Q35	2	21 St.- Queensbridge (F)	6509
252	Group 4	Q43	2	Jamaica - Van Wyck (E)	4577
271	Group 4	Q45	2	Willets Point - Shea Stadium (7)	4160
388	Group 5	Q66	2	Beach 25 St. (A)	1578
403	Group 5	Q72	2	Aqueduct - N. Conduit Ave. (A)	759
BROOKLYN					
34	Group 1	BK3	3	Utica Ave. - Crown Heights (1,4)	26036
99	Group 2	BK15	3	Utica Ave. (A,C)	12388
136	Group 2	BK24	3	Bergen St. (F,G)	8956
155	Group 2	BK33	3	Grand Army Plaza (2,3)	8106
175	Group 3	BK39	3	Hoyt St. (2,3)	7108
186	Group 3	BK46	3	Sutter Ave.- Rutland Rd. (3)	6614
191	Group 3	BK47	3	Ave. U (Q)	6439
220	Group 3	BK57	3	Ave. J (Q)	5427
261	Group 4	BK77	3	Ditmas Ave. (F)	4438
267	Group 4	BK80	3	62 St./New Utrecht Ave. (M,N,W)	4246
282	Group 4	BK91	3	18 Ave. (F)	3960
310	Group 4	BK108	3	18 Ave. (N)	3476
321	Group 4	BK113	3	50 St. (M,W)	3132
343	Group 5	BK126	3	Norwood Ave. (J,Z)	2687
360	Group 5	BK135	3	Ave. U (N)	2333
369	Group 5	BK140	3	Ave. U (F)	2156
383	Group 5	BK147	3	Park Place (S)	1760

404	Group 5	BK154	3	Atlantic Ave. (L)	719

BRONX

48	Group 1	BX2	4	3 Ave.-149 St. (2,5)	20726
161	Group 2	BX13	4	Mosholu Pkwy. (4)	7707
172	Group 3	BX15	4	205 St-Norwood (D)	7287
177	Group 3	BX17	4	Kingsbridge Rd. (B,D)	7096
210	Group 3	BX22	4	170 St. (B,D)	5707
300	Group 4	BX44	4	241 St.- Wakefield (2)	3620
258	Group 4	BX39	4	174-175 Sts. (B,D)	4460
337	Group 5	BX51	4	Cypress Ave. (6)	2808
363	Group 5	BX59	4	Intervale Ave. (2,5)	2267

APPENDIX D

COMPARISON OF INDICATORS NYCTRC TO NYC TRANSIT PES

NYC Transit Passenger Environment Survey Indicators	New York City Transit Riders Council 2004 Report Indicators
CLEANLINESS AND APPEARANCE	**CLEANLINESS AND APPEARANCE**
Litter Conditions in Stations (Pre-AM Peak)—(Presence of Litter).	Litter (Presence of Litter).
Litter Conditions in Stations (Post AM Peak)—(Presence of Litter).	
Floor and Seat Cleanliness in Stations (pre-AM Peak)—(Degree of Dirtiness).	Cleanliness/Condition of Floors – (Presence of Dirt/General Appearance).
Floor and Seat Cleanliness in Stations (Post-AM Peak)—(Degree of Dirtiness).	
Graffiti Conditions in Stations – (Presence of Graffiti).	Graffiti – (Presence of Graffiti)
	ADDITIONAL COUNCIL INDICATORS
	Cleanliness/Condition of Walls – (Presence of Dirt/General Appearance).
	Cleanliness/Condition of Ceilings (Presence of Dirt/General Appearance).
	Condition of Seating in Off Hour Waiting Area.
	Condition of Seating on Platform.
	Water Leakage on Walls.
	Water leakage on Ceilings.
	Water/Puddles/slippery Stairs/Floors (Presence of Water/Slippery Conditions).
	Foul Odors (Presence of Odor)
	Lighting (Condition of Visibility).
	Exposed Wires (Number of Wires NOT Encased in Conduits).
	Structural Condition of Stairs and Handrails.
	Cleanliness/Condition of Stairs and Handrails (Degree of Dirtiness).
CUSTOMER INFORMATION	**CUSTOMER INFORMATION**
Stations with Legible/Current Maps (In Paid and Unpaid Areas).	Legible/Current Subway System Map (In Paid and Unpaid Areas)
Station Control Areas with a Current Subway Map Available.	Current Rapid Map Available at Service Booth (February, 2004)
Stations with Passenger Information Centers (PIC).	Correct Passenger Information Center (PIC/CIC)
	ADDITIONAL COUNCIL INDICATORS
	Placement of Service Notices (Degree of Proper Placement)
	Current Service Notices (Degree of Timeliness)
FUNCTIONING EQUIPMENT	**FUNCTIONING EQUIPMENT**
Escalators/Elevators in Operation.	Working Escalators/Elevators.
Station Public Telephones in Working Order.	Working Public Telephones (# Fully Operational)
Station Control Area w/ Working Booth Microphone.	Working Station Service Booth Microphone.
Trash Receptacles in Stations.	Trash receptacles (# Usable/Have Available Space to Deposit Trash).
Working Turnstiles in Stations.	Working turnstiles and HEETs.
	ADDITIONAL COUNCIL INDICATORS
	Public Telephones with #3333 MTA Service Info. Stickers.
	Operational MVMs, EVMs and Card Readers.

STATION OPERATIONS
Station Agents in Proper Uniform.
Station Agents Properly Displaying Badges.

Indicators Used By NYC Transit Only
Station Delay Announcements:
Understandable/Correct.
Stations With Functional Annunciator.

STATION OPERATIONS
Station Agents in Proper Uniform.
Station Agents with Proper Badge Display.

ADDITIONAL COUNCIL INDICATORS
Station Agents who are Customer Responsive.

Indicators Measured by NYCTRC's Station Survey and the NYC Transit Passenger Environment Survey (PES):

- Litter
- Graffiti
- Trash Receptacles
- Cleanliness/Condition of Floors
- Correct Passenger Information Center (PIC)
- Current and Legible MTA System Maps
- Working Escalators/Elevators
- Working Public Telephones
- Station Agents In Proper Uniform
- Station Agents With Proper Badge Display
- Working Station Service Booth Microphone
- Current Rapid Map Available At Station Service Booth
- Working Turnstiles (the NYCTRC survey also included HEETS)

Indicators Not Measured in the PES

- Water Leakage on Walls
- Cleanliness and Condition of Walls
- Cleanliness and Condition of Ceilings
- Water Leakage on Ceilings
- Water/Puddles/Slippery Stair/Floor
- Lighting
- Exposed Wires
- Public Telephones with 3333 MTA Service Information Stickers
- Placement of Service Notices
- Station Agents Who Are Customer Responsive
- Operational MVMs, EVMs and Card Readers
- Cleanliness and Condition of Seating in Off-Hour Waiting Area
- Cleanliness and Condition of Seating on Platform
- Foul Odors

APPENDIX E

S<small>TATION</small> R<small>ANKINGS</small>

NEW YORK CITY TRANSIT RIDERS COUNCIL
2004 STATION CONDITIONS SURVEY

STATION RANKINGS
(WORST TO BEST)

Ranking	Stations	Borough	Line	Score
1	Mosholu Parkway	BX	4	59%
2	174-175 Sts.	BX	B,D	60%
3	Kingsbridge Rd.	BX	B,D	60%
4	Atlantic Ave.	BK	L	61%
5	205 St.-Norwood	BX	D	63%
6	Avenue U	BK	F	65%
7	Bergen St.	BK	F,G	65%
8	Utica Ave.	BK	3,4	65%
9	47th-50th Rockefeller Center	MN	B,D,F,V	66%
10	62 St./ New Utrecht Ave.	BK	M,N,W	66%
11	18 Ave.	BK	N	67%
12	Cypress Ave.	BX	6	69%
13	Rector St.	MN	R,W	69%
14	59th St./Lexington Ave.	MN	4,5,6,M,N,R,W	70%
15	Ditmas Ave.	BK	F	72%
16	Utica Ave.	BK	A,C	72%
17	Beach 25 St.	QN	A	73%
18	155th St.	MN	C	73%
19	Sutter Ave./ Rutland Rd.	BK	3	74%
20	5th Ave. /53rd St.	MN	E,V	74%
21	23rd St.	MN	R,W	74%
22	Avenue U (Brighton)	BK	Q	75%
23	Avenue U (Sea Beach)	BK	N	75%
24	68th St. - Hunter College	MN	6	76%
25	Wakefield - 241st St.	BX	2	76%
26	137 St. - City College	MN	1,9	76%
27	170th St. - Grand Concourse	BX	B,D	76%
28	50th St.	BK	M,W	76%
29	Jamaica - Van Wyck	QN	E	77%
30	Hoyt St.	BK	2,3	79%
31	82nd St. - Jackson Heights	QN	7	79%
32	3rd Ave.-149th St.	BX	2,5	80%
33	Avenue J	BK	Q	81%
34	46th St - Bliss St.	QN	7	81%
35	Rector St.	MN	1,9	81%
36	Dyckman St.	MN	A	82%
37	Queensboro Plaza	QN	7,N,W	82%
38	Aqueduct - N. Conduit Ave	QN	A	83%
39	18th Ave.	BK	F	83%
40	Willets Point - Shea Stadium	QN	7	83%
41	Prince St.	MN	R,W	84%
42	90 St - Elmhurst Ave.	QN	7	84%
43	59 St. - Columbus Circle	MN	1,9,A,B,C,D	85%
44	190th St.	MN	A	85%
45	Norwood Ave.	BK	J,Z	85%
46	81st St. - Museum of Nat History	MN	B,C	85%
47	Park Place	BK	S	86%
48	Intervale Ave.	BX	2,5	86%
49	Grand Army Plaza	BK	2,3	90%
50	21 St. - Queensbridge	QN	F	90%

APPENDIX F

STATION GRADES

New York City Transit Riders Council

RANKING OF GRADED INDICATOR PERFORMANCE

INDICATOR Performance	A	B	C	F	# of Stations with Grades of B or Better*
Clean Ceilings	4	8	22	16	12
Clean Walls	3	13	18	16	16
Water Damaged Ceilings	14	4	21	11	18
Clean Floors	1	24	19	6	25
Litter	5	24	13	8	29
Water Damaged Walls	18	14	13	5	32
Water Damaged Floors	19	14	14	3	33
Seating	17	16	8	2	33
Light	26	9	13	2	35
Graffiti	14	22	12	2	36
Odor	30	14	2	4	44

*Based on 50 Stations

New York City Transit Riders Council
2004 Station Conditions Survey

STATIONS	LINE	Lighting	Odor	Water Floors	Leaking Ceilings	Leaking Walls	Clean Floors	Clean Ceilings	Clean Walls	Graffiti	Seating	Litter
Mosholu Parkway	4	F	A	B	F	C	B	F	F	B	C	B
174-175 Sts.	B,D	C	B	B	C	C	C	F	F	C	F	C
Kingsbridge Rd.	B,D	C	F	C	C	C	C	C	F	C	F	F
Atlantic Ave.	L	C	B	B	F	B	C	C	C	A	B	B
205 St.-Norwood	D	B	A	C	F	C	C	F	C	A	C	C
Avenue U	F	C	F	F	F	C	F	F	F	B	C	F
Bergen St.	F,G	A	A	C	A	A	F	C	F	C	B	C
Utica Ave.	3,4	C	B	B	C	C	F	F	C	B	B	F
47th-50th Rockefeller Center	B,D,F,V	A	A	C	F	A	C	F	C	B	A	C
62 St./New Utrecht Ave.	M,N,W	B	B	B	B	C	C	C	F	B	C	B
18 Ave.	N	C	B	F	F	B	F	C	F	C	C	C
Cypress Ave.	6	C	A	C	F	B	C	C	F	C	C	B
Rector St.	R,W	B	C	F	C	C	B	B	F	C	B	B
59th St./Lexington Ave.	4,5,6,M,N,R,W	B	C	C	C	C	C	C	F	B	C	A
Ditmas Ave.	F	C	B	B	C	B	B	C	B	C	C	B
Utica Ave.	A,C	F	F	C	F	B	B	C	F	B	B	B
Beach 25 St.	A	C	F	B	C	C	C	C	C	C	B	B
155th St.	C	B	A	B	C	F	B	C	F	C	A	C
Sutter Ave./Rutland Rd.	3	C	B	B	C	B	C	C	C	B	C	C
5th Ave./53rd St.	E,V	A	A	C	F	F	C	F	F	A	C	A
23rd St.	R,W	A	A	A	C	B	C	C	B	C	A	A
Avenue U (Brighton)	Q	B	B	B	A	A	C	C	B	B	B	B
Avenue U (Sea Beach)	N	A	A	A	B	C	B	C	F	B	B	B
68th St. - Hunter College	6	C	A	B	F	C	F	F	F	B	C	A
Wakefield - 241st St.	2	A	B	B	A	B	B	F	F	F	A	F
137 St. - City College	1,9	A	A	A	C	A	C	F	F	A	C	C
170th St. - Grand Concourse	B,D	B	A	A	F	A	C	F	C	B	B	B
50th St.	M,W	C	B	A	C	B	C	F	F	C	C	C
Jamaica - Van Wyck	E	B	A	C	C	B	B	B	B	B	B	F
Hoyt St.	2,3	A	B	C	C	C	B	B	B	A	B	B
82nd St. - Jackson Heights	7	A	A	A	A	A	C	C	C	A	C	F

New York City Transit Riders Council
2004 Station Conditions Survey

STATIONS	LINE	Lighting	Odor	Water Floors	Leaking Ceilings	Leaking Walls	Clean Floors	Clean Ceilings	Clean Walls	Graffiti	Seating	Litter
3rd Ave.-149th St.	2,5	A	A	A	A	A	B	B	B	A	A	F
Avenue J	Q	C	B	A	A	A	C	C	C	B	C	C
46th St - Bliss St.	7	A	A	A	A	A	B	B	B	B	A	C
Rector St.	1,9	A	A	B	B	B	B	B	B	A	A	A
Dyckman St.	A	A	A	A	C	A	B	C	C	B	A	B
Queensboro Plaza	7,N,W	A	A	A	A	A	B	B	C	A	A	B
Aqueduct - N. Conduit Ave	A	A	B	A	C	F	B	C	C	B	C	B
18th Ave.	F	A	A	C	C	F	B	A	A	B	B	B
Willets Point - Shea Stadium	7	A	A	A	A	A	B	C	C	A	C	B
Prince St.	R,W	A	A	A	A	A	B	B	C	B	B	B
90 St - Elmhurst Ave.	7	A	A	A	A	A	B	C	C	A	B	F
59 St. - Columbus Circle	1,9,A,B,C,D	B	A	B	C	B	B	C	C	B	A	C
190th St.	A	A	A	C	F	B	B	C	C	B	A	B
Norwood Ave.	J,Z	A	A	C	A	A	B	A	B	B	B	B
81st St. - Museum of Nat History	B,C	A	A	C	C	A	A	A	A	A	A	B
Park Place	S	A	A	A	A	B	C	B	B	A	B	C
Intervale Ave.	2,5	A	A	A	A	A	F	A	B	A	C	B
Grand Army Plaza	2,3	A	B	A	C	B	B	C	B	B	C	B
21 St. - Queensbridge	F	A	A	C	B	A	B	C	A	B	A	B