

Metro Station/Stop Score Sheet

The six categories for this score sheet reflect areas of concern identified by women riders in the Understanding How Women Travel study:

- **Safety and Security:** Safety is high priority for women; they feel much safer around other people and in areas with a lot of activity.
- **Cleanliness and Maintenance:** Women say cleanliness issues and unpleasant odors make transit uncomfortable.
- **Customer Communication:** Women feel less safe waiting for transit than while riding. When real-time and schedule information is not correct, waits and trip times are longer, which affect their total travel time.
- **Lighting:** Women reported that more lighting would make them feel safer on the Metro system.
- **Station Furnishings and Amenities:** Women are more likely to travel with children, walk to the bus stops, and carry items with them. This creates challenges finding spaces for their families and belongings.
- **Circulation Around the Station/Stop:** Walking in and out of stops and stations can be difficult for women carrying items since they often have multiple stops during their transit trips; this is especially hard for older women or women with disabilities.

Purpose of the Station/Stop Score Sheet

This score sheet will be used to collect opinions and gain input on individual Metro stations and stops to understand the areas of concern identified by women riders. The score sheet also provides measurable feedback to prioritize these improvement areas. Finding the specific areas of improvement from women riders, Metro can address the safety and comfort of women for this vital first and everyday interaction with the Metro system.

Please complete and submit this survey within three (3) calendar days of your trip. Write the day and approximate time of the trip at the top of all pages.

How will this information be used?

The information from this score sheet will create a basis of station performance (baseline data) from a rider's perspective. This will also help Metro update stations and stops and other transit features.

How can I fill out this score sheet?

This score sheet can be filled out through several ways including: 1) hard copies picked-up from a local community group; 2) electronic QR Codes in stations; or 3) as part of Metro's Customer Experience surveys.

Station or Stop Name:
Date/Time of Review:

Check One Please:

Rail Station

☐

Bus Stop

☐

Instructions

For each of the questions below, please rate the station or stop (**1 through 4**) on how well it addresses the question. Please explain why you gave this rating in “comments.”

1 = poor

2 = fair

3 = good

4 = excellent

Questions for “All Stations/Stops” apply to all station and stop locations (whether a Metro rail, busway, or bus).

Questions for “Metro Rail/Busway Station” apply to rail/busway stations including:



Questions identified as “Bus Stop” apply to bus stops for local, rapid and express bus services, including:

- **Local buses**, which stop every two blocks and are painted orange
- **Rapid buses**, which are faster buses with fewer stops only at major intersections and are painted red
- **Express buses**, which travel on routes on freeways for longer distances with fewer stops

Please submit one score sheet for each station or stop (example: a separate score sheet for each stop/station when boarding and exiting Metro).

You can also fill out separate score sheets for other Metro stations or stops you visit. Just provide the name of the station/stop at the top of each score sheet.

Thank you for your participation!

Metro Station/Stop Score Sheet

Station or Stop Name:

Date/Time of Review:

Check One Please:

Rail Station

☐

Bus Stop

☐

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Safety and Security		Rating				Comments
All Stations/Stops	How visible is the stop or station to people walking by, or in nearby buildings? (1 = not visible; 4 = very visible)	1	2	3	4	
	Are security cameras visible so riders and people nearby can see them? (1 = not visible; 4 = very visible)	1	2	3	4	
	Can you clearly see the entrances/exits of the nearby properties around the station/stop (near loading/ unloading areas, near stairs, and near elevators?) (1= difficult seeing my surroundings; 4 = can clearly see all my surroundings)	1	2	3	4	
	Are emergency/security buttons clear and easily seen in the station/stop? (1 = not clear or visible; 4 = very clear and visible)	1	2	3	4	
	Is information to report non-emergency issues/concerns clear and easily seen? (1 = not available or visible; 4 = very available and visible)	1	2	3	4	
Rail Station	How visible is Metro staff presence in the station? (1 = not available or visible; 4 = very available and visible)	1	2	3	4	
	How visible are security personnel, in the station? (1 = not available or visible; 4 = very available and visible)	1	2	3	4	
Bus Stop	Is the bus stop waiting area separated far enough away from moving traffic?	1	2	3	4	
	Does the area around the bus stop (buildings, sidewalks, lots, etc.) feel safe?	1	2	3	4	
OVERALL SCORE	How would you rate overall safety and security at the station/stop?	1	2	3	4	
Cleanliness and Maintenance		Rating				Comments
All Stations/Stops	Are the station/stop benches and waiting areas free of trash, dirt, and other debris?	1	2	3	4	
	Are the trash receptacles too close to seating/waiting areas?	1	2	3	4	
	Are there enough trash receptacles provided at the station/stop?	1	2	3	4	
	Are seating and waiting areas clean enough to feel comfortable using?	1	2	3	4	
Bus Stop	Is there clear information on who to contact if the stop needs maintenance/cleaning?	1	2	3	4	
	Is the stop clear of dirt or debris from the sidewalk and street to board Metro buses safely?	1	2	3	4	
OVERALL SCORE	How would you rate the overall cleanliness and comfort at the station/stop?	1	2	3	4	

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Customer Communication		Rating				Comments
All Stations/Stops	Does the station/stop have screens with correct and up-to-date information such as train/bus arrival times?	1	2	3	4	
	Is train/bus information clearly displayed and easily seen?	1	2	3	4	
	Is information on how to contact Metro staff clearly displayed and easily seen?	1	2	3	4	
	Is how to report an emergency at the station/stop clearly displayed and easily seen?	1	2	3	4	
Rail/ Busway Station	Are there clear signs showing where ticket vending machines, TAP validators, and platforms are?	1	2	3	4	
	Is Metro staff assistance present and available in the station?	1	2	3	4	
	Do the customer telephones in the station provide a live person to talk to?	1	2	3	4	
Bus Stop	Is real-time bus arrival information available at this bus stop?	1	2	3	4	
	Are fares, discounts, and other customer information easy to understand at the bus stop?	1	2	3	4	
OVERALL SCORE	How would you rate customer communication overall at the station/stop?	1	2	3	4	

Lighting		Rating				Comments
All Stations/Stops	When walking to and from the station/stop, does lighting seem bright enough? Can you clearly see your surroundings as you walk toward the station/stop?	1	2	3	4	
	Are there dark spots or shadows at the waiting areas? (1 = many dark spots/shadows; 4 = no dark spots/shadows)	1	2	3	4	
	Is the lighting along the platform bright enough (from the first rail car to the last rail car or G/J Line bus)?	1	2	3	4	
Rail/Busway Station	Is the platform free of large objects that block views or cast shadows on the platform? (1 = large objects are present; 4 = the platform is free of such objects)	1	2	3	4	
	Are stairs and escalators well lit? Can you see steps and paths clearly?	1	2	3	4	
	Is lighting near bus loading and unloading areas well lit?	1	2	3	4	
Bus Stop	Is there enough lighting near bus benches and waiting areas?	1	2	3	4	
	Is there enough lighting to read signs and other transit information?	1	2	3	4	
	OVERALL SCORE	How would you rate lighting overall at the station/stop?	1	2	3	4

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Station Furnishings and Amenities		Rating				Comments
All Stations/Stops	Is there enough weather and sun protection near the outdoor waiting areas?	1	2	3	4	
	How available and comfortable are benches/seating in station/stop waiting areas?	1	2	3	4	
	How well do benches/seating accommodate riders of a variety of sizes, including children and large adults?	1	2	3	4	
	How well do benches/seating allow families to sit together and provide space for strollers, suitcases and other belongings?	1	2	3	4	
Rail/ Busway Stations	If restrooms are provided in or around the station, is there clear signage where they are located?	1	2	3	4	
	Are ticket vending machines provided in safe and clean areas?	1	2	3	4	
Bus Stop	Are trash receptacles, signage, benches, and other amenities at the bus stop well-maintained?	1	2	3	4	
	Does the bus stop provide a comfortable and pleasant waiting experience?	1	2	3	4	
OVERALL SCORE	How would you rate overall furnishings and amenities at this location?	1	2	3	4	

Circulation Around the Station/Stop		Rating				Comments
All Stations/Stops	Is the station/stop easy to use for people traveling with strollers, personal items, or children?	1	2	3	4	
	Is the path or sidewalk to the station/stop entrance wide enough to walk in a group? (1 = not wide enough; 4 = very wide)	1	2	3	4	
Rail/ Busway Stations	Does the station have wide enough fare gates to accommodate wheelchairs, strollers, and other large personal items?	1	2	3	4	
	Are elevators, ADA ramps, and escalators conveniently placed and visible?	1	2	3	4	
	Are walking surfaces within the station slip and trip resistant?	1	2	3	4	
Bus Stop	Are there safe and well-maintained sidewalks for walking to and from the stop?	1	2	3	4	
	Is there enough room to easily move around the stop without stepping into the street or private property?	1	2	3	4	
OVERALL SCORE	How would you rate overall circulation near the station/stop?	1	2	3	4	