



TTC SUBWAY: STATE - OF - GOOD - REPAIR

TRANSIT SCORECARD - SEPT 2010

Improving King, Queen, Dundas, College and Wellesley Stations

The Transit Scorecard is an audit conducted by the Downtown Yonge Business Improvement Area (DYBIA) in response to concerns from our members regarding the subway stations in our district. Wellesley, College, Dundas, Queen and King Subway stations are the transit gateways to the Downtown Yonge area. How visitors, residents and employees experience these gateways affects how they experience their visit to shop, work, or dine in Downtown Yonge.

All five stations have consistent, unaddressed issues with lighting, removal of graffiti, maintenance, and overall cleanliness. Dealing with these maintenance issues in a timely manner will improve the overall safety, cleanliness, functionality and aesthetics for residents, commuters, customers and tourists.

The state of good repair in the subway stations is monitored and reviewed by Downtown Yonge's Streetscape Manager and copies of this report are sent to TTC for follow up.

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Downtown Yonge Business Improvement Area
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DUNDAS STATION

Missing Light/Lenses:

- 1 Located at the underground connection from the Eaton Centre
- 3 cracked lenses plus missing light lenses by door 10Y053
- 1 Missing by "Cafe on the Go"

DATE FIRST OBSERVED	ITEM COMPLETED	DATE COMPLETED
05.27.09	✓	
12.21.09	✓	09.16.10
09.16.10		

Burnt out lights:

- Located over escalator leading to northbound platform, coming from Atrium on Bay
- Pot-lights out on curved ceiling (10Y6S)
- 3 pot-lights out at escalator 10Y1E

05.27.09		
06.21.10		
06.21.10		

Cleanliness:

- Gum stains on northbound platform
- Garbage on stairwell 10Y45
- Graffiti on ad 18
- Graffiti on ad 19
- Graffiti on ad 20
- Dust-balls on stairwell next to escalator 10Y3E
- Sticker on bell payphone sign opposite column 14
- Dirty Platform – Northbound
- Dirty Platform – Southbound

04.08.10	✓	
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
09.16.10		
09.16.10		

Maintenance:

- Missing advertising board opposite from column 13
- Single ceiling slat missing opposite column 9
- Plywood needs to be removed over vent next to door 10Y076
- OneStop TV out of service – South-face on southbound platform opposite column 18

06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
06.21.10		
06.21.10	✓	09.16.10

Way-finding

- Vicinity map out of date located down from Atrium on Bay entrance to southbound platform (NW Site of Yonge St)

05.27.09	✓	09.16.10
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*Newest identified items 'dates' are indicated in red font

*Items identified by the DYBIA that have been completed by the TTC are recognized with a ✓

Missing Light/Lenses:

- By Collectors Booth
- Stairwell Entrance/Exit SE stairwell entrance 11Y75
- Above Turnstile

DATE FIRST OBSERVED - ITEM COMPLETED - DATE COMPLETED

12.21.09	✓	09.16.10
12.21.09	✓	09.16.10
04.08.10	✓	09.16.10

Burnt out lights:

- Stairwell 11Y5S

09.16.10		
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Cleanliness:

- Stairwell Dirty – SE Carlton and Yonge entrance
- Graffiti on Transit City Sign – Escalator 11Y1E
- Aluminum slats stained/filthy going to SE stairwell entrance 11Y75
- Light lens at stairwell 11Y9S/11Y17 going to N/ S tracks covered in plastic
- Stickers on backside of payphones facing escalators 11Y2E
- Black graffiti – red bench across from column 12
- Sticker on red bench across from column 18

12.21.09		
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
06.21.10		
06.21.10	✓	09.16.10
09.16.10		
09.16.10		

Maintenance

- Missing Ceiling located over tracks
- Plugs left in from structural leak – located on bulkhead to NE entrance at Yonge and Carlton
- Missing advertising signs + frames – 11Y4S
- Holes in ceiling left in wall from plug removal 11Y5S
- Plugs from missing advertising frames and signs (x2) 11Y4S

02.10.10		
05.27.09	✓	09.16.10
09.16.10		
09.16.10		
09.16.10		

Way-finding

- Vicinity map out of date located just outside turnstiles
- Missing Transfer information signage across from gateway newsstands

05.27.09	✓	09.16.10
08.18.09		

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Missing Light/Lenses

- Lens missing stairwell 9Y16S
- Stairwell 9Y17S
- Outside 9Y53
- X2 Escalator 9Y3E
- Outside HBC door
- Lens missing stairwell 9Y9S

DATE FIRST OBSERVED-	ITEM COMPLETED	DATE COMPLETED
04.08.10		
06.21.10		
06.21.10	✓	09.16.10
06.21.10	✓	
09.16.10		
09.16.10		

Burnt out Light

- By stairwell 9Y9S
- Pot-lights outside door 128 on TTC side
- Over platform next to 9Y71
- Next to door 9Y91

04.08.10		
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
09.16.10		

Cleanliness:

- Scratchiti – window over escalator 9Y5E
- Glue residue on column 9Y6S
- Graffiti – Door 9Y69
- Graffiti 9Y94 – Black Marker
- Dust-balls on floor throughout station
- Graffiti – stairwell NW corner exit/entrance on plaster ceiling
- White Graffiti – 91Y6S

06.21.10	✓	09.16.10
06.21.10		
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
09.16.10		
09.16.10		
09.16.10		

Maintenance:

- Plugs left in wall from structural leak
- Broken pay phones outside door 9Y137D
- Tile missing outside door 9Y133-D
- Broken yellow Subway sign (broken lens/burnt out) – 9Y103
- Missing floor tile in front of collector booth passimettor, north entrance
- ONESop TV out across from column 25 on southbound platform
- Missing blue tile above red bench – across from column 8
- Structural leak repairs 9Y2E
- Wall-board backing and tiles missing on Gateway concession south entrance southbound

10.01.09	✓	09.16.10
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
09.16.10		
09.16.10		
09.16.10		
09.16.10		
09.16.10		
09.16.10		

Way finding:

- Vicinity Map Missing

10.01.09	✓	09.16.10
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** Note that Queen Station now has a station manager as part of new station management program

Missing Light/Lenses

- Located by Gateway News Stand – King W. Exit
- Outside turnstile – Scotia Plaza Entrance
- Missing by 8Y3E
- X3 lenses missing by 8Y62
- Lens cover missing by column 16

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12.21.09	✓	09.16.10
12.21.09	✓	09.16.10
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10

Burnt out Lights:

- Above track across from column 28
- South platform level bottom of stair 8Y13S

06.21.10	✓	09.16.10
09.16.10		

Cleanliness:

- Black Graffiti (X2) bottom of 8Y12S
- Black mould-like substance 8Y12S
- Dust on Floor throughout station

09.16.10		
09.16.10		
09.16.10		

Maintenance:

- Holes in drywall ceiling on both sides of turnstile
- Stairwell leak remediation – missing tiles, missing ceiling
- Missing tile at expansion joint across from column 19
- Unfinished paint job on ceiling above tracks (Black)
- Corroded beam over stairs 8Y35
- Calcification on tiles due to leak 8Y12S
- Paint peeling due to water damage on ceiling 8Y6S
- Missing ceiling around CCTV camera at southbound platform north-end

12.21.09		
12.21.09		
12.21.09		
12.21.09	✓	09.16.10
06.21.10		
09.16.10		
06.21.10		
09.16.10		

Way-Finding:

- Vicinity map missing
- Payphone signage missing on Northbound Platform (south-end)

12.21.09	✓	09.16.10
12.21.09	✓	09.16.10

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** Note that King Station now has a station manager as part of new station management program



WELLESLEY STATION

Missing Light/Lenses:

- Missing light lenses above stairwell 12Y5S
- Missing light lenses located at the end of Northbound Platform (TTC looking to phase out old lighting for new style platform lights)
- Missing light north bound platform 12Y47
- Missing light lens over escalator 12Y1E
- Missing light lens over collector booth

DATE FIRST OBSERVED	ITEM COMPLETED	DATE COMPLETED
12.21.09	✓	09.16.10
12.21.09	✓	09.16.10
09.16.10		
09.16.10		
09.16.10		

Burnt out lights:

- Overhand canopy outside front entrance
- Over unmanned collector booth
- Over collector booth

09.16.10		
09.16.10		
09.16.10		

Cleanliness:

- Black marker graffiti on ad 22
- Sticker on exit sign at bottom of 12Y1E escalator
- 12Y1E ceiling slats dirty
- Graffiti/posters on public pay phones out front

06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
09.16.10		

Maintenance:

- Missing ceiling slats by bus entry
- Ceiling out over northbound platform for CCTV installation
- Patchwork repair of terrazzo floor on northbound platform
- Ceiling slats out throughout upper level to install illuminated signs
- Ceiling out over northbound platform

12.21.09		
06.21.10		
06.21.10	✓	09.16.10
06.21.10	✓	09.16.10
09.16.10		

Way-Finding:

- Missing vicinity map

12.21.09	✓	09.16.10
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