

DOWNTOWN



DOWNTOWN YONGE TRANSIT SCORECARD MARCH 2011

IMPROVING THE STATE-OF-GOOD-REPAIR AT KING, QUEEN, DUNDAS, COLLEGE + WELLESLEY STATIONS



The Transit Scorecard is an audit conducted by the Downtown Yonge Business Improvement Area (DYBIA) in partnership with the Toronto Transit Commission (TTC). This Scorecard is produced in response to increasing concerns in 2009 from Downtown Yonge members, and the community at large, regarding the appearance and cleanliness of 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, students and employees experience these gateways affects how they experience Downtown Yonge.

Downtown Yonge, with the support of the TTC, has monitored all five stations since 2009 for issues related to lighting, maintenance, way-finding and overall cleanliness. Tracking and addressing these maintenance issues has improved the overall safety, cleanliness, functionality and aesthetics of these stations 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, Evan Weinberg, and the TTC General Superintendent, Garry Shortt. Copies of this report are sent to the TTC for follow up.

Evan M. Weinberg
Streetscape Manager
Downtown Yonge Business Improvement Area
416.597.0255 ext. 232
eweinberg@downtownyonge.com

Missing Light/Lenses:

- 1 Located at the underground connection from the Eaton Centre
- 1 Missing by "Cafe on the Go"
- Missing lens 10Y076
- Missing lens by CBS ad 1
- 1 Missing lens outside turnstile W10Y02
- Broken lens at bottom of stairwell 10Y1S
- Light lens missing above door 10Y076

DATE OBSERVED	FIRST ITEM COMPLETED	DATE COMPLETED
05.27.09		
09.16.10		
12.02.10		
12.02.10		
03.03.11		
03.03.11		
03.03.11		

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
- Pot-light out by CBS ad 1

05.27.09		
06.21.10		
06.21.10		
03.03.11		

Cleanliness:

- Gum stains on northbound platform
- Black brake-dust on northbound platform
- Black brake-dust on southbound platform
- Stained terrazzo floor south end of the southbound platform
- Stained terrazzo floor south end of the northbound platform
- Dust-balls throughout station
- Spillage below garbage cans across column 20 on the southbound platform
- Tape from temporary signs not removed stairwell 10Y4S
- Corroded/salt stain light by CBS ad 1
- Corroded light lens from leak remediation top of stairwell 10y5S
- Red graffiti stairwell 10y1s

04.08.10	✓	03.03.11
09.16.10	✓	03.03.11
09.16.10	✓	03.03.11
12.02.10	✓	03.03.11
12.02.10	✓	03.03.11
12.02.10	✓	03.03.11
12.02.10	✓	03.03.11
03.03.11		
03.03.11		
03.03.11		
03.03.11		

Maintenance:

- Plywood needs to be removed over vent next to door 10Y076
- Ceiling slats missing by door 10Y076
- Damaged floor tiles outside north collector booth (north platform south end)
- Several missing ceiling slats outside southbound platform (south entrance collectors booth near Atrium on Bay entrance)

06.21.10	✓	03.03.11
03.03.11		
03.03.11		
03.03.11		

Way-finding:

*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 ✓

DOWNTOWN YONGE TRANSIT SCORECARD

Missing Light/Lenses:

- Light lens missing above turnstile E11Y06
- Burnt out light stairwell 11Y5S
- Sign-box lens at stairwell 11Y9S/11Y17 going to N/ S tracks covered in board
- Missing emergency light/lens bottom of stairwell 11Y5S

DATE FIRST OBSERVED	ITEM COMPLETED	DATE COMPLETED
12.02.10	✓	
12.02.10	✓	03.03.11
03.03.11		
03.03.11		

Burnt out lights:

- Stairwell 11Y5S

09.16.10	✓	03.03.11
----------	---	----------

Cleanliness:

- Stairwell dirty/water – SE Carlton and Yonge entrance
- Black graffiti – red bench across from ad 33
- Dust on floor – wall with pass vending machines/token vending machines

12.21.09		
06.21.10		
03.03.11		

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 – 11Y9S
- Holes in ceiling left in wall from plug removal 11Y5S
- Plugs from missing advertising frames and signs (x2) 11Y4S
- Missing ceiling slat at turnstile level

02.10.10		
09.16.10	✓	03.03.11
09.16.10		
09.16.10		
12.02.10	✓	03.03.11
03.03.11		

Way-finding:

- Missing transfer information signage next to machine T11Y1

08.18.09		
----------	--	--

*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 ✓

DOWNTOWN YONGE TRANSIT SCORECARD

Missing Light/Lenses:

- Lens missing stairwell 9Y16S
- Stairwell 9Y17S
- Missing light lens by southbound south entrance HBC
- Lens missing stairwell 9Y9S

DATE FIRST OBSERVED-	ITEM COMPLETED	DATE COMPLETED
04.08.10		
06.21.10		
09.16.10		
12.02.10		

Burnt out Light:

- By stairwell 9Y9S
- Next to door 9Y91

04.08.10	✓	03.03.11
09.16.10	✓	03.03.11

Cleanliness:

- Glue residue on column 9Y6S
- Graffiti – door 9Y69
- Graffiti – stairwell NW corner exit/entrance on plaster ceiling
- Graffiti on stairwell south entrance stairwell HBC
- Dust-balls in underpass
- Dust stairwell by door 9Y138D
- White graffiti – sign at bottom of stairwell SW corner Yonge /Queen entrance

06.21.10	✓	03.03.11
09.16.10	✓	03.03.11
12.02.10	✓	03.03.11
12.02.10	✓	03.03.11
12.02.10		
03.03.11		
03.03.11		

Maintenance:

- Plugs left in wall from old signage
- Broken yellow Subway sign (broken lens/burnt out) – 9Y103
- Missing floor tile in front of collector booth passimeter, north entrance
- 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
- Unused brackets over payphones
- Payphone signage damaged/missing x3
- Missing ceiling slat by southbound south entrance HBC
- Payphone casement unlocked (loose)

09.16.10	✓	
09.16.10	✓	03.03.11
09.16.10	✓	03.03.11
09.16.10		
09.16.10		
09.16.10		
12.02.10		
12.02.10		
12.02.10		
03.03.11		

Way finding:

*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 ✓

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

DOWNTOWN YONGE TRANSIT SCORECARD

Missing Light/Lenses:

Burnt out Lights:

- South platform level bottom of stair 8Y13S

DATE FIRST OBSERVED-**ITEM COMPLETED** DATE -COMPLETED

09.16.10	✓	03.03.11
----------	---	----------

Cleanliness:

- Black mould-like substance 8Y12S
- Dust on floor throughout station
- Garbage by door 8Y22
 - Recommend waste container outside door 8Y22 Melinda Street exit

09.16.10	✓	12.02.10
09.16.10	✓	03.03.11
12.02.10	✓	03.03.11

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
- 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
- Missing transfer signage above transfer machine T8Y3
- Escalator out 8Y5E
- Damaged floor tile – tripping hazard – top of stairs 8Y14S
- Missing panel between advertising signs 38 – 39 on wall of N bound platform

12.21.09	✓	03.03.11
12.21.09	✓	
12.21.09	✓	03.03.11
06.21.10		
09.16.10	✓	03.03.11
06.21.10	✓	03.03.11
09.16.10		
12.02.10		
03.03.11		
03.03.11		
03.03.11		

Way-Finding:

*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 ✓

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

DOWNTOWN YONGE TRANSIT SCORECARD

Missing Light/Lenses:

- Missing light north bound platform 12Y47
- Missing light lens over escalator 12Y1E
- Missing light lens over collector booth
- Broken light lens 12Y004

DATE FIRST OBSERVED	ITEM COMPLETED	DATE COMPLETED
09.16.10		
09.16.10		
09.16.10		
03.03.11		

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:

- Brake-dust south -end northbound platform

12.02.10	✓	03.03.11
----------	---	----------

Maintenance:

- Ceiling out over northbound platform for CCTV installation
- Ceiling out turnstile level

06.21.10	✓	03.03.11
09.16.10		

Way-Finding:

*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 ✓