Appendix C

Top five evaluation criteria and complaint factors by reviewers' income status and station neighborhood type

Low-income reviewers		Middle-income reviewers		High-income reviewers	
Low-income area stations					
Evaluation criteria	**Complaints**	**Evaluation criteria**	**Complaints**	**Evaluation criteria**	**Complaints**
Surrounding neighborhoods	Crime-related safety	Crime-related safety	Crime-related safety	Crime-related safety	Crime-related safety
Cleanliness	Cleanliness	Surrounding neighborhoods	Social environment	Surrounding neighborhoods	Social environment
Crime-related safety	Crowding	Cleanliness	Surrounding neighborhoods	Cleanliness	Cleanliness
Location	Surrounding neighborhoods	Social environment	Cleanliness	Social environment	Surrounding neighborhoods
Aesthetic appeal	Social environment	Aesthetic appeal	Presence of security guards	Location	Integration with other public transit system
Non-low-income area stations					
Evaluation criteria	**Complaints**	**Evaluation criteria**	**Complaints**	**Evaluation criteria**	**Complaints**
Surrounding neighborhoods	Social environment	Parking	Crime-related safety	Location	Parking
Cleanliness	Crime-related safety	Cleanliness	Parking	Parking	Social environment
Parking	Parking	Crime-related safety	Cleanliness	Surrounding neighborhoods	Crime-related safety
Location	Surrounding neighborhoods	Location	Social environment	Cleanliness	Cleanliness
Crime-related safety	Cleanliness	Surrounding neighborhoods	Crowding	Social environment	Surrounding neighborhoods

Appendix D

Top five evaluation criteria and complaint factors by reviewers' race/ethnicity and station neighborhood type

White		Asian		Hispanic/Black	
Low-income area stations					
Evaluation criteria	**Complaints**	**Evaluation criteria**	**Complaints**	**Evaluation criteria**	**Complaints**
Cleanliness	Crime-related safety	Crime-related safety	Crime-related safety	Crime-related safety	Crime-related safety
Crime-related safety	Social environment	Surrounding neighborhoods	Social environment	Surrounding neighborhoods	Social environment
Social environment	Cleanliness	Cleanliness	Cleanliness	Cleanliness	Cleanliness
Location	Ease of moving around station	Aesthetic appeal	Facilities	Social environment	Surrounding neighborhoods
Surrounding neighborhoods	Surrounding neighborhoods	Social environment	Parking	Location	Presence of security guards
Non-low-income area stations					
Evaluation criteria	**Complaints**	**Evaluation criteria**	**Complaints**	**Evaluation criteria**	**Complaints**
Location	Parking	Parking	Parking	Location	Crime-related safety
Parking	Integration with other public transit systems	Location	Crime-related safety	Cleanliness	Social environment
Cleanliness	Social environment	Surrounding neighborhoods	Aesthetic appeal	Parking	Parking
Surrounding neighborhoods	Surrounding neighborhoods	Cleanliness	General access	Crime-related safety	Cleanliness
Crime-related safety	Crime-related safety	Crime-related safety	Social environment	Surrounding neighborhoods	Surrounding neighborhoods

Appendix E
Top five evaluation criteria and complaint factors by reviewers' gender and station neighborhood type

Male		Female	
Low-income area stations			
Evaluation criteria	**Complaints**	**Evaluation criteria**	**Complaints**
Surrounding neighborhoods	Crime-related safety	Crime-related safety	Crime-related safety
Crime-related safety	Cleanliness	Social environment	Social environment
Cleanliness	Surrounding neighborhoods	Cleanliness	Cleanliness
Location	Social environment	Surrounding neighborhoods	Surrounding neighborhoods
Social environment	Location	Location	Integration with other public transit system
Non-low-income area stations			
Evaluation criteria	**Complaints**	**Evaluation criteria**	**Complaints**
Parking	Parking	Cleanliness	Crime-related safety
Location	Crime-related safety	Parking	Social environment
Cleanliness	Social environment	Location	Parking
Surrounding neighborhoods	Cleanliness	Surrounding neighborhoods	Cleanliness
Crime-related safety	Noise	Crime-related safety	Surrounding neighborhoods

Appendix F
Station audit instrument and average ratings for each attribute by neighborhood type

Factors		Description	Response categories	Average rating	
				Low-income[1]	Non-low-income[2]
Comfort	Noise level	This station was --- at the time of my observation.	(1) very noisy (2) noisy (3) neither noisy or quiet (4) quiet (5) very quiet	2.70	3.56
	Source of noise	What was the source of noise?	Narratives	N/A	N/A
	Crowdedness	This station was --- at the time of my observation.	(1) very crowded (2) crowded (3) neither crowded nor uncongested (4) uncongested (5) empty	4.00	3.50
	Number of passengers	There were --- passengers at the time of my observation.	(1) 0 (2) 1-5 (3) 6-10 (4) 11-20 (5) > 20	3.50	4.00
Facilities	Number of benches	This station has --- bench(es) at the station platform.	(1) 0 (2) 1-2 (3) 3-5 (4) 6-10 (5) > 10	3.50	3.50
	Number of available seats	There were --- seats available in the benches.	(1) no (2) few (3) some (4) many	3.50	3.33
	Shelters (Rain)	Passengers can avoid rain at the station platform.	(1) no (2) yes	1.00	1.00
	Shelters (wind)	Passengers can avoid wind at the station platform.	(1) no (2) yes	1.30	1.44
Cleanliness /Aesthetic appeal	Cleanliness	This station (including platforms, entrance, and stair) was ---.	(1) very dirty (2) dirty (3) neither dirty nor clean (4) clean (5) very clean	2.90	3.61
	Amount of trash	There was --- trash in this station (including platforms, entrance, and stairs).	(1) much: trashes was very noticeable (2) some: trash was noticeable (3) little: trash was present (4) no: there was no trash at all	2.90	3.11
	Smell	This station (including platforms, entrance, and stair) was ---.	(1) very smelly (2) smelly (3) neither smelly nor fragrant (4) fragrant	2.20	2.72
		What was the source of that smell?	Narratives	N/A	N/A
	Artwork/decorations	This station has --- art piece or decorations (e.g., sculptures).	(1) no (2) few (3) some (4) many	2.20	2.50
	Views	This station has --- view or scenery.	(1) bad (2) neither bad nor great (3) great	1.70	2.00
Security & social environment	Light	This station is ---.	(1) dark (2) neither well-lit nor dark (3) well-lit	2.70	2.94
	Police/security guards	There were --- police or security guards at this station (including platforms, parking lot, and entrance).	(1) no (2) 1 (3) 2-3 (4) 4-6 (5) > 6 (or police station at a rail station)	1.90	2.22
	Homeless people	There were --- homeless people at this station (including platforms, parking lot, and entrance).	(1) > 6 (2) 4-6 (3) 2-3 (4) 1 (5) no	3.60	4.56
	Shady people	There were ---shady people at this station (including platforms, parking lot, and entrance).	(1) > 6 (2) 4-6 (3) 2-3 (4) 1 (5) no	3.20	4.17

Appendix F continued

Factors		Description	Response categories	Low-income[1]	Non-low-income[2]
Security & social environment	Overall safety	Overall, I felt --- at this station.	(1) very unsafe (2) unsafe (3) neither unsafe nor safe (4) safe (5) very safe	2.40	4.06
	Safety reasons	Why did you feel safe/unsafe?	Narratives	N/A	N/A
	Overall user characteristics	Describe the sociodemographic characteristics of the riders	Narratives	N/A	N/A
Parking	Parking lot	The station has a --- parking lot.	(1) no (2) yes	1.40	1.67
	Availability of parking space	There were --- parking spaces in the parking structure.	(1) no (no parking lot) (2) no (parking lot is full) (3) few (4) some (5) ample	2.30	2.78
Access	Entry/Exit (inside the station)	It is --- to find an entry/exit inside the station.	(1) difficult (2) neither difficult nor easy (3) easy	3.00	3.00
	Access (from the street)	It is --- to access and find out the station from the street.	(1) difficult (2) neither difficult nor easy (3) easy	2.70	2.50
	Ease of moving in/around station	It is --- to move around the station (e.g., way-finding)	(1) difficult (2) neither difficult nor easy (3) easy	2.80	3.00
Location	Location	This station has a --- location.	(1) very poor (2) poor (3) neither poor nor great (4) great (5) very great	2.90	3.39
	Reasons	Why do you think this station has a great or poor location?	Narratives	N/A	N/A
	Surrounding neighborhood	There are --- to eat/drink or things to do right near the station.	(1) nothing (2) few things (3) some things (4) many things	2.70	2.94
Transit networks	Train frequency	Train came --- at the time of my observation.	(1) very infrequently (> 15 minutes) (2) infrequently (10–15 minutes) (3) neither frequently nor frequently (5–10 minutes) (4) frequently (3–5 minutes) (5) very frequently (≤ 3 minutes)	2.20	3.00
	Distance to the closest bus stop	The closest bus stop is --- by walking.	(1) very far (> 15 minutes) (2) far (10–15 minutes) (3) neither far nor close (5–10 minutes) (4) close (3–5 minutes) (5) very close (≤ 3 minutes)	4.80	4.89
	Number of bus lines	There are --- bus line(s) connected to this stations.	(1) < 2 (2) 2-4 (3) 5-9 (4) > 9	1.90	2.78
Overall rating	Overall ratings	If you were to rate this station overall, how many stars would you give?	(1) 1 star (2) 2 stars (3) 3 stars (4) 4 stars (5) 5 stars	2.70	3.50

Notes:[1] Mariachi Plaza (gold), San Pedro (blue), Slauson (blue), Vermont/Athens (green), Westlake/MacArthur Park (red/purple) [2] Harbor Freeway (green), Wilshire/Western (purple), Hollywood/Western (red), Universal City (red), Florence (blue), Pico (blue), Del Mar (gold), Lincoln Heights/Cypress Park (gold), Indiana (gold)