

**Board Report**

File #: 2018-0704, **File Type:** Motion / Motion Response**Agenda Number:** 21.1

**REGULAR BOARD MEETING
OCTOBER 25, 2018****Motion by:****GARCIA, HAHN, RIDLEY-THOMAS AND BONIN**

The Los Angeles County Metropolitan Transportation Authority (Metro) provides transit service along more than 100 miles of rail right-of-way, with a fleet of hundreds of rail cars and thousands of buses, with about 1.4 million passenger boardings per day.

For these passengers, the cleanliness of Metro's buses and rail vehicles, as well as the cleanliness of Metro's right-of-way and adjacent property, is important to the customer experience. How well Metro cleans its vehicles and property signals to its customers the value it places on their experience. As demonstrated in its presentation to the Operations, Safety, and Customer Experience Committee, Metro takes seriously its responsibility to keep its vehicles, stations, and rights-of-way as clean as possible.

It is important that, as the rail system continues to expand, Metro understand, review, and, possibly, refresh its cleanliness measures and policies. This is particularly true given that existing approaches are assumed into future system expansions, even though these approaches may warrant review for their efficacy or effect before being implemented elsewhere.

SUBJECT: CLEANLINESS MOTION**RECOMMENDATION**

APPROVE Motion by Garcia, Hahn, Ridley-Thomas and Bonin to direct the CEO to report back to the Board in January 2019 on the following:

- A. A review of current cleanliness measures and recommendations for possible improvements, with any associated costs if applicable, with full consideration of customer expectations;
- B. Proposed coordinative efforts to help address cleanliness on non-Metro property, along Metro-owned rights-of-way and adjacent to Metro bus rapid transit and rail stations, including graffiti abatement and trash pick-up;

- C. Recommendations for improved coordination among Metro departments that are responsible for components of the customer experience at Metro bus rapid transit and rail stations, including cleanliness; and
- D. Recommendations for improved coordination with other public agencies with oversight over non-Metro property along Metro-owned rights-of-way and adjacent to Metro bus rapid transit and rail stations.