

ITEM 28

Metro Operations Cleanliness Program Update

January 17, 2019

Operations, Safety & Customer Experience Committee



Metro

Metro Cleanliness Program

Background & Findings

- October 2018: Provided oral report on cleanliness
- Reviewed physical aspects of overall cleanliness program (frequencies & staff deployment)
- Recognized multi-department involvement and level of effort required for cleanliness program effectiveness
- Recognized opportunity to strengthen station, terminal and vehicle cleanliness evaluation tools and procedures for improved program effectiveness
- Realized insufficient attention to “adjacencies” affecting the overall customer experience

Metro Cleanliness Enhancement Efforts

Station Cleanliness Program Update

- Adopted Rail Facilities Tablet Platform for Incident Recording
- Expanding Cleanliness Reporting Program to cover all stations and bus terminals
- Program will also include vehicle inspections at line terminals as well as in yard inspections
- Regional Service Council staff will coordinate all reporting functions & report to the Board quarterly
- Metro IT staff expanding the scope of the computerized process to allow direct recordation of incidents by Facilities Maintenance staff
- July 2019 – Enhanced Program Launch

Partnerships & Path Forward

Partnerships & Collaboration

- Leverage existing relationships with partner agencies and cities to enhance system cleanliness and improve the customer experience at all touch points

Memorandums of Understanding (MOUs)

- Existing MOU with Metrolink for maintenance activities performed along shared rights-of-way
- Existing MOU with the City of Long Beach for maintenance activities performed along the Metro Blue Line south of Willow Station
- Metro will seek MOU's with railroads in joint corridors and continue to enhance information flow to railroads, jurisdictions, etc. for coordination and joint clean-up activity coordination