

# Metro Operations Cleanliness Program Update

October 18, 2018

*Operations, Safety and Customer Experience Committee*



**Metro**

# Customer Feedback on Cleanliness & Metro Goals

## Metro 2017 Customer Satisfaction Survey Results

- Surveyed over 18K respondents from diverse demographics representing a variety of transportation users
- 20% of respondents agreed that Metro is satisfactory in terms of cleanliness

## Metro Cleanliness Program Goals and KPI Information

- Metro Vision 2028 and Goal #2: Deliver Outstanding Trip Experiences for all Users of the Transportation System – Includes a Focus on Cleanliness Efforts
- Quality Assurance Staff Performs Monthly Bus and Rail Cleanliness Inspections
- Metro Cleanliness Goal/KPI for Bus and Rail vehicles is a 9/10
- FY18: Bus had a total of 13,614 complaints and 0.04% were related to cleanliness
- FY18: Rail had a total of 2,880 complaints and 2.01% were related to cleanliness

## Improvement Opportunities

- Cleanliness survey methodology can be better
- Metro can lead engaging others – Cities, County, and Railroads
- Metro can improve its own procedure and staff deployments

# Scope of Regular Bus and Rail Maintenance Activities

## Scope of Activities

- Bus and Rail Car Equipment
- Rail & Bus Maintenance Facilities
- Rail Stations & End of Line Maintenance Support
- Bus Terminals and Stops
- Active Rights-of-Way
- Metrolink ROW (in Metro area of responsibility)
- Caltrans Owned Park & Ride Lots

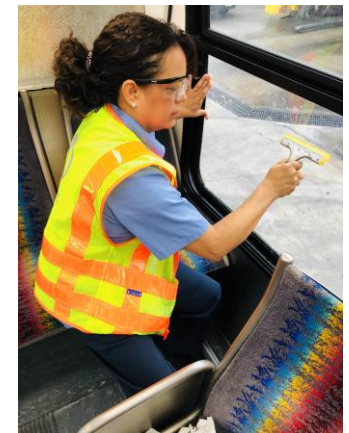
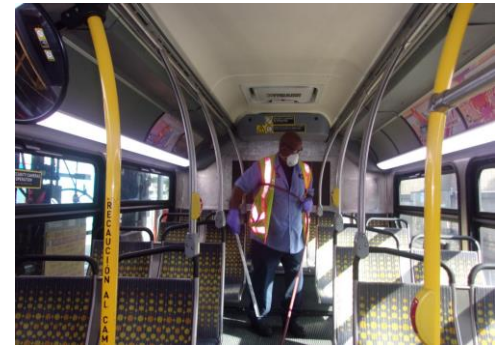
# Bus Equipment Cleanliness

## Daily Bus Exterior

- Buses washed every other day or as needed
- Division supervision performs daily cleanliness inspections

## Daily Bus Interior

- Thoroughly blowout/ vacuum interior of bus
- Mop floors
- Remove graffiti
- Windows and stanchions wiped down
- Clean and or replace seat inserts
- Remove gum
- Wipe down dash, drivers area and farebox



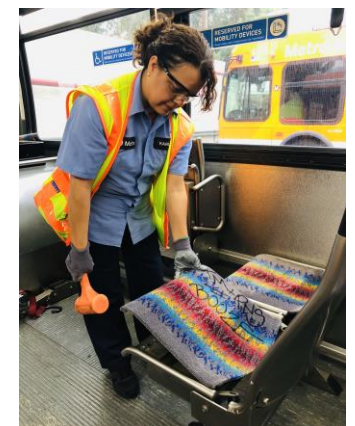
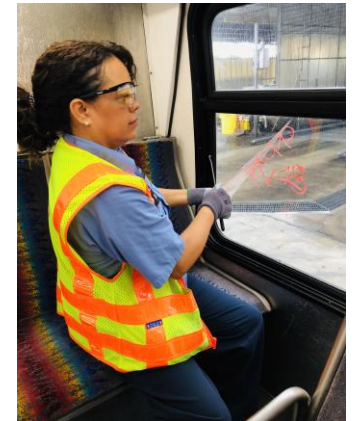
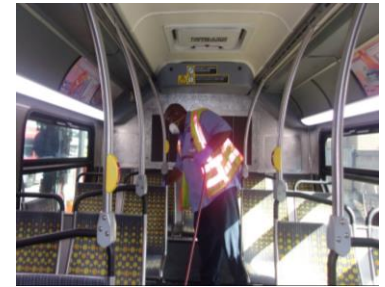
# Bus Equipment Cleanliness

## Monthly

- Deep interior cleaning
- Clean inside and behind all doors
- Clean rear, upper and lower AC vents
- Replace damaged window guards and seat inserts

## Quality Assurance Inspections

- To monitor maintenance activities and maintain Metro cleanliness standards, Quality Assurance performs monthly cleanliness inspections at all Bus Divisions



# Rail Car Cleanliness: Daily Mainline Activities

## Rail Car Cleaning Performed at Stations

- Union Station
- 7<sup>th</sup> and Metro
- Redondo Beach Station
- Downtown Santa Monica

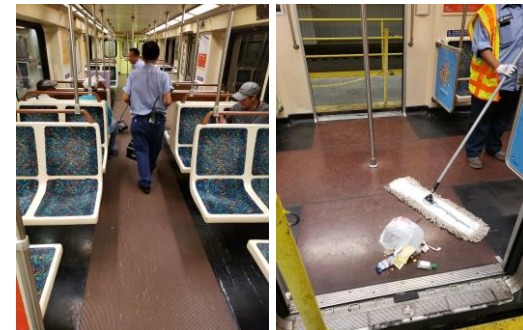
## Rail Car Mainline Cleaning Activities

- Sweep
- Clean up spills
- Trash removal

## Staffing

- 1<sup>st</sup> and 2<sup>nd</sup> Shifts – All 4 stations mentioned above
- 3<sup>rd</sup> Shift – Personnel are dispatched as required

*Evaluate deployment to rail lines and end of line stations.*



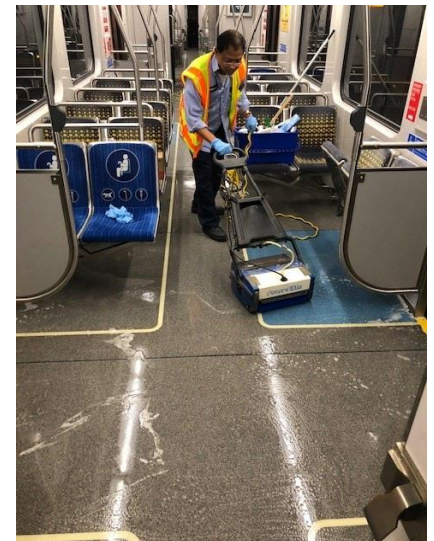
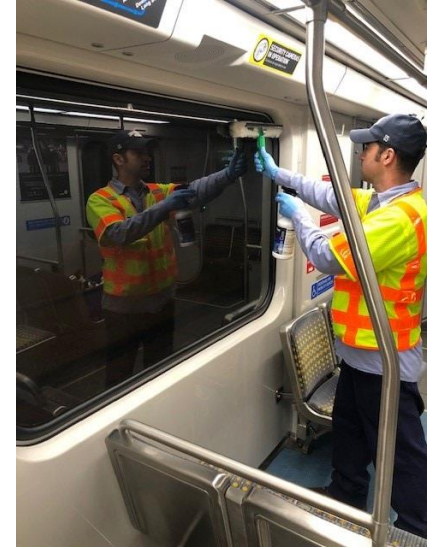
# Rail Car Cleanliness Update: Division Activities

## Rail Car Exterior

- Revenue rail cars are cleaned via automatic car wash facilities at the Divisions

## Daily Rail Car Interior

- Sweep and mop floors
- Clean and vacuum fabric seat inserts
- Wipe down seat frames, stanchions and windows
- Remove trash from operator cabs
- Remove graffiti and gum



# Rail Car Cleanliness Update: Division Activities

## Bi-Weekly

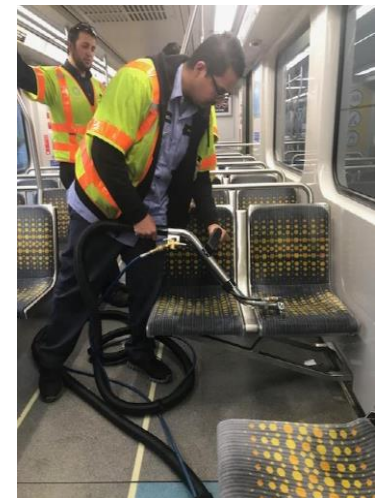
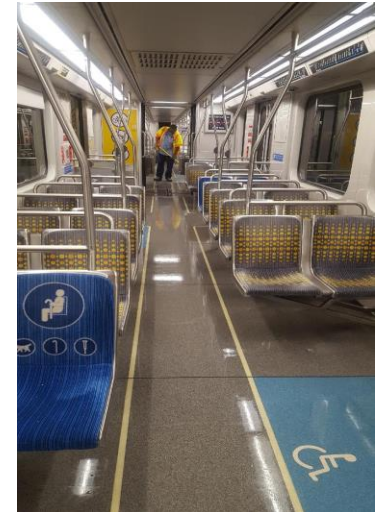
- Treatment for pesticides

## Monthly

- Interior deep cleaning and detailing: including floor scrubbing, fabric seat insert deep cleaning or replacement, interior appointments and panels scrub, and paint touch-ups
- Replace window vandal film as required

## Quality Assurance

- To monitor maintenance activities and maintain Metro cleanliness standards, Quality Assurance performs monthly cleanliness inspections on all rail car lines





# Rail Station Custodial Cleanliness Update

## Daily

- All rail stations are cleaned at a minimum of twice daily which includes:
  - Trash receptacle emptying
  - Spot sweeping and mopping (floors and stairs)
  - Dusting and wiping of ticket machines, map cases, handrails, and pylons
  - Elevator cleanup
  - Odor mitigation

## Weekly

- All heavy/light rail stations are pressure washed at a minimum of once per week which includes the use of a heated and high-pressure water spray to eliminate and disinfect the following from surfaces and structures :
  - Grime
  - Dirt
  - Gum
  - Human waste



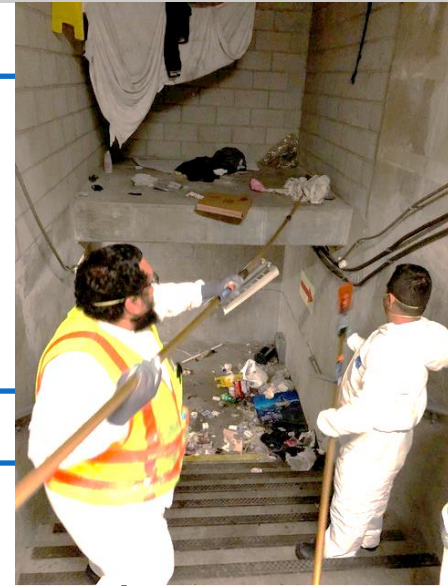
# Rail Station Custodial Cleanliness Update

## Monthly

- Each station is detailed at least once per month which includes:
  - Deep stain cleaning
  - Scrub/wipe of all station elements
  - Odor mitigation

## As-Needed

- Respond to the following within two hours of receiving notification:
  - Debris
  - Liquid spills
  - Broken glass
  - Human waste cleanups
- Respond to ancillary corridor intrusion cleanups within 24-hours of notification.
- Provide custodial support for special events



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*Evaluation of cleanliness survey – coverage and procedures*

# ROW, Station, Facilities and Lots Update

## Daily

- Graffiti abatement services at Rail Stations



Before – Blue Line



After – Blue Line

## Weekly

- Landscape maintenance
- Irrigation maintenance
- Trash removal and waste management services
- Power sweeping services



Before- Red Line



After – Red Line

## Monthly

- Glass and stainless steel anti-graffiti film replacement services
- Pest and bird control services



Before – Green Line



After – Green Line

# ROW, Station, Facilities and Lots Update

## Quarterly

- Vegetation and weed removal including herbicide application services

## As-Needed/Other

- Waste management services
- Tree trimming services
- Fencing repairs
- Graffiti abatement along the ROW
- Glass-repair at stations on an as needed basis
- Red and Gold Line tunnel washing services



# Metro Blue Line - ROW



Metro Fence Line & UP Wilmington Sub-Division



Adjacent Property Graffiti



UP Train

*Metro can engage Cities, County and Railroads more efficiently*

# Metro Blue Line



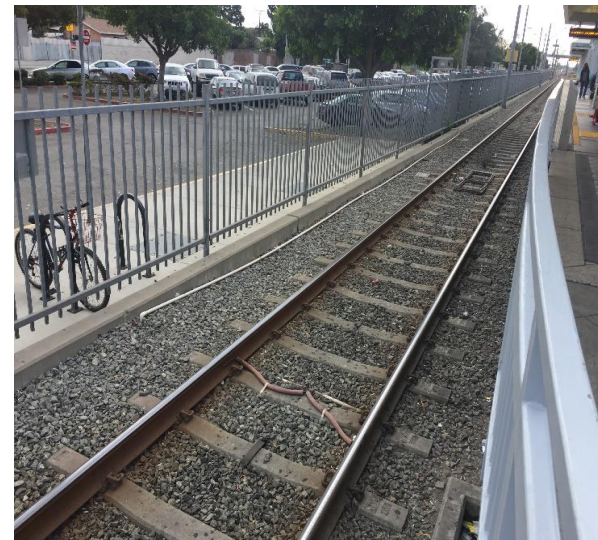
Trash free ROW Del Amo Station



Trash free ROW Del Amo Station



Trash free ROW Pico Station



Trash free ROW Florence Station



# Metro Expo Line



Expo - Expo/Vermont Station – Trash Free



Jefferson/USC Station – Trash Free & Trees Trimmed

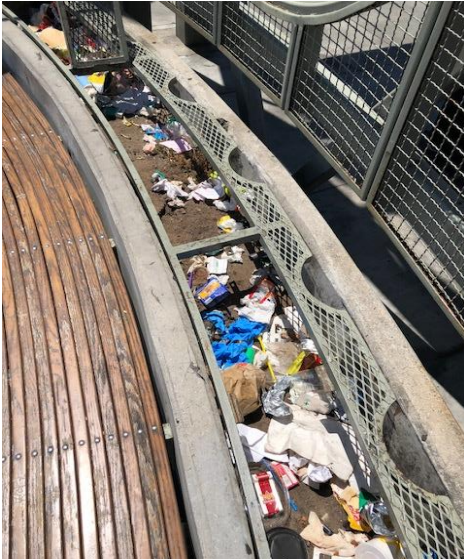
# Green Line



Vermont/Athens Station - Before



Vermont/Athens Station - After



Vermont/Athens Station - Before



Vermont/Athens Station - After



Vermont/Athens Station - Final



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# Gold Line



Lincoln/Cypress Station - Before



Lincoln/Cypress Station - After

# ROW Cleanliness: Challenges, QA Programs and Path Forward



## ROW Locations Heavily Affected by Cleanliness and Homelessness – FY19 Emphasis

- Metro is developing encampment clean-up priorities and protocols to keep our ROWs safe and clean

## Path Forward: Partnership Opportunities & Improved Cleanliness Evaluation Tools



- FY19: \$4.2M homelessness outreach program to allow for enhanced outreach and placement services of homeless on Metro ROWs
- Opportunity for cooperation and collaboration between external partner agencies to contribute to Metro's Cleanliness results throughout LA County, Cities, and shared ROWs & Railroads
- Commitment from Operations to strengthen station and terminal and vehicle cleanliness evaluation tools and procedures