

# Metro Operations Cleanliness Update

Ad-Hoc Customer Experience Committee



**Metro**

November 2017

# Operations Cleanliness Efforts

## Cleanliness Programs

- Stations
- Facilities
- Fleet

## Cleanliness Goals

- Improve transit stops, stations, facilities and fleet
- Improve public perception
- Continue improving QA programs
- Enhance transit as a viable mode of transit

## New Methods & Procedures Research

- Test and implement new chemicals
- Improve odor control and eliminate Hepatitis A, B, C



# Cleanliness Goals/Improvements

## Goals

- Cleanliness is a top priority
- Clean, well maintained transit stops, stations, facilities, and vehicles improve the general public's perception of Metro
- Measure of customer security

## Improvements

- Strategically allocate adequate resources to the areas and work units that maintain, clean and assess the performance and appearance of our entire system
- Partner with Security and Law Enforcement to address challenges such as homelessness and transients who utilize our system and may create safety hazards on our property and assets

# Operations Cleanliness Efforts

## Heavy Rail Stations

- Cleaned at a minimum of three times per day (trash removal, sweeping, wiping, mopping, disinfecting, odor mitigation)
- Auto-scrubbed at least five times per week (deep floor scrub during night shift hours)
- Pressure washed at least once per week (deep cleaning with water at 250F and 3200 psi)
- Graffiti removal performed daily M-F and as-needed
- Glass & Stainless steel anti-graffiti film inspection and replacement performed monthly

## Light Rail & Orange Line Stations

- Cleaned at a minimum of three times per day (trash removal, sweeping, wiping, mopping, disinfecting, odor mitigation)
- Pressure washed at least once per week
- Graffiti removal performed daily M-F and as-needed
- Glass & Stainless steel anti-graffiti film inspection and replacement performed monthly
- Landscape maintenance including weed abatement and trash removal performed once or twice a week

# Operations Cleanliness Efforts

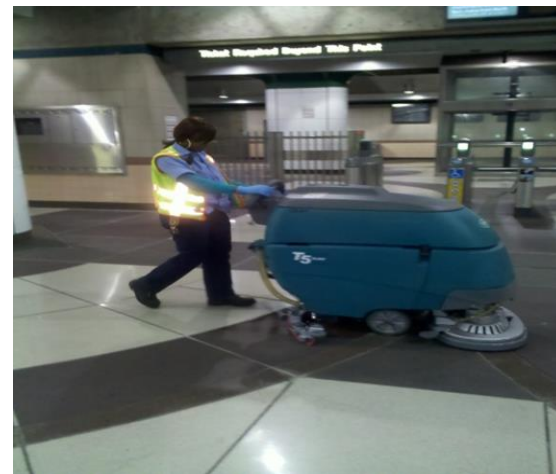
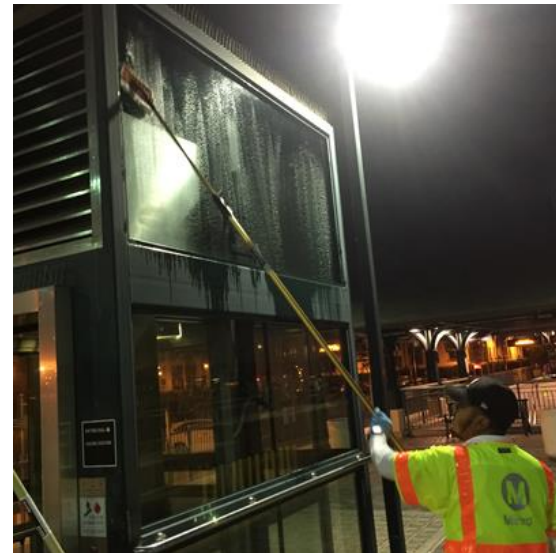
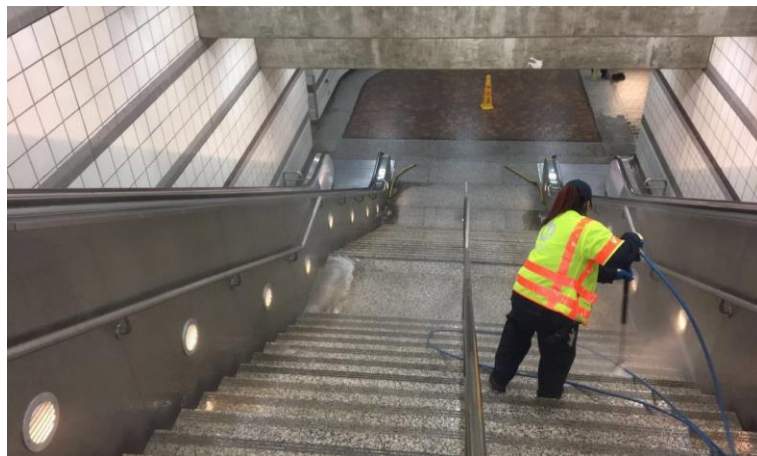
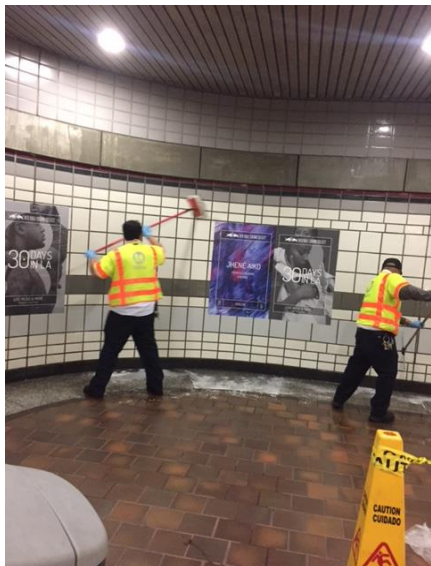
## Fleet Vehicles

- Cleanliness Inspections performed prior to morning roll-out
- Cleaned Daily
- Detailed every 6,000 miles
- Special Cleaning Projects/Campaigns focused on specific interior or exterior conditions

## Elevators

- Cleaned Daily
- New Chemicals to combat odors and eliminate Hepatitis A, B, C due to urination/defecation by transients
- All elevator pits are power washed and deodorized twice per year
- New elevator floor/platform replacement program began March 2017

# Operations Cleanliness Efforts





Thank you



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