

Metro Cleanliness & Support Program Overview

1. **Rail Fleet Services (including Warranty/Quality Assurance)**: This department performs all rail vehicle regular (daily, weekly, monthly, etc.) mainline, division, and special cleanliness/maintenance activities. They also measure the cleanliness of the rail fleet. As a practice, rail cars are sampled at each rail division according to the proportion of a specific fleet represented in the fleet. The results are posted in the Monthly Rail Performance Report. The inspectors measure the cleanliness of the rail cars using 16 criteria for both inside and outside the vehicle. The goal is a KPI of 9.0.
2. **Bus Fleet Services (including Environmental Compliance/Quality Assurance)**: This department performs all bus regular (daily, weekly, monthly, etc.) division and special cleanliness/maintenance activities. They also measure the cleanliness of the bus fleet. As a practice, 10% of buses assigned to a division are selected randomly and are inspected according to 19 criteria for both inside and outside the vehicle. The results are posted in the Monthly Bus Service Performance Report. Buses are measured on a scale of 0-10 with 9.0 being established as the desired KPI goal. These results are also reported to the Regional Service Councils (RSC) on a monthly basis.
3. **Stops and Zones**: This department is responsible for maintaining signage and ensuring that our bus stops are kept clean. They also work with the various cities, Los Angeles County, and municipal representatives to establish and maintain bus stops, bus terminals, freeway busway stations and their restrooms. Lastly, this department managed the Metro Clean Program. This program utilizes City and County Court referred Volunteer Community Service Workers (CSW's) to perform community service work, including the graffiti cleaning and litter removal along our bus stop zones.
4. **Facilities Maintenance/Property Maintenance**: This department provides the staff required to maintain Metro Facilities. Staff completes critical preventive and corrective maintenance for bus facilities throughout Metro. The group responds to service requests to add, repair or modify fixtures and equipment as well as the maintenance of our structures. Janitorial services are provided for bus divisions, terminals, and locations around Los Angeles County with an internal group of custodians. Services include trash removal, sweeping, dusting, mopping, restroom sanitation, floor care including and generally all aspects of cleaning and upkeep.
5. **Rail Facilities Maintenance and Custodial Services**: This department provides staff to clean and maintain stations. The Rail Facilities Maintenance (FM) Department is responsible for buildings and grounds, facilities equipment and custodial maintenance at all rail divisions, rail stations, and the entire Orange Line. The department subdivided into three units, each with distinct

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responsibilities: Buildings and Grounds, Property Maintenance, and Custodial Services.

The Buildings and Grounds unit is responsible for the mandated, regulatory and preventive maintenance of equipment such as sewage ejectors, sump pumps, fire suppression systems, emergency hatches, ventilating systems, and control rooms. In addition, the department is responsible for the structural integrity of 18.2 miles of Red Line tunnel and emergency catwalk for north and south directions, totaling 36.4 miles.

The Property Maintenance unit is responsible for the maintenance of train washers, hoists, wheel press machines, wheel truing machines, lighting, and all other electro/mechanical equipment and fixtures for the Rail Divisions, the Rail Operations Control Center and two Maintenance-of-Way facilities (Locations 61 and 66). The electricians in this group have responsibility for lighting along 14 miles of the Orange Line, 14 Park-and-Ride lots, three parking structures, and four UPS systems connected to the electrical system of each parking structure and the Rail Operations Control Center.

The Rail Custodial Services unit is responsible for the general housekeeping, restroom cleaning, stocking, and restorative maintenance including pressure washing, carpet extraction, floor-stripping/waxing for all Stations, Rail Divisions, Rail Operations Control Center, and each of the Maintenance-of-Way facilities. These custodial personnel are daily responsible for the cleanliness of all rail system restrooms, elevators, escalators, artwork, fare-gates, map-cases, ticket vending machines, and bike lockers. Their tasks include auto scrubbing; cleaning with high-temperature, high-pressure washing equipment; and the specialized cleaning of stainless steel panels, high walls, and ceilings.

6. **Facilities Maintenance Contracts & Administration**: This department is responsible for providing contracted maintenance services throughout Metro bus and rail facilities within Los County. There are more than 40 multi-year maintenance contracts. Examples of maintenance services include but are not limited to the maintenance of 347 elevators and escalators, fire/life safety equipment testing, repair and certification, graffiti abatement, landscape and irrigation maintenance, trash removal and weed abatement, power sweeping, fencing repairs and waste management services. The span of control is a service area of 180 miles of Metro's active and in-active Rights-Of-Way (ROW), over 300 bus and rail facilities, 42 Caltrans owned Park and Ride (P&R) lots, and more than 5,000 equipment installations system-wide.
7. **Regional Service Councils (RSC)**: This department is charged with completing rail station and bus terminal inspections. Currently, the RSC staff evaluates the cleanliness of 36 stations using 32 criteria. Rail Fleet Services, Warranty/QA

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performs 10 inspections and RSC perform 26 station/terminal inspections. The results are reported quarterly to the Regional Service Councils and the Board of Directors. The stations are rated on a scale of 1-10 and the KPI goal is to exceed 8.5 on average. Any rating above 8.0 renders the station in a “good to very good” category. One to two staff members complete the station inspections on a quarterly basis. In the case of the RSC team, temporary personnel are used. Attachment D shows the current ratings for the 36 stations included in the snapshot of station cleanliness.

8. **Security and Law Enforcement**: This department is directly responsible for safe-guarding Metro’s infrastructure, facilities, and stations; ensuring fare compliance; reducing system vulnerability and terrorism; and addressing crime, mental illness and/or homelessness on our system. Metro personnel rely on Security and Law Enforcement’s support and expertise while specific maintenance and cleanliness activities are performed so that all Metro patrons and employees can ride and work safely, without fear 100% of the time.