



Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Board Report

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 18, 2018**

SUBJECT: ORAL REPORT ON OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE

RECOMMENDATION

RECEIVE oral report on System Safety, Security and Operations.

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

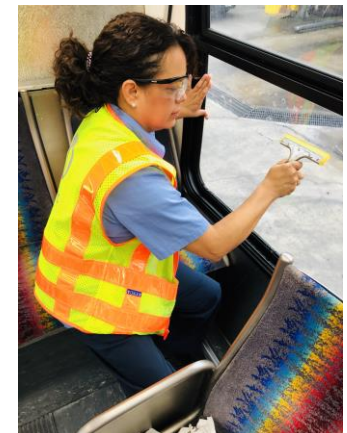
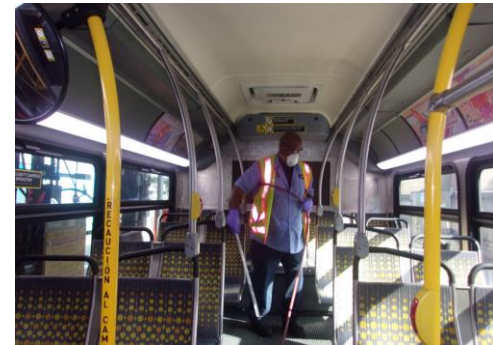
Bus Equipment Cleanliness

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



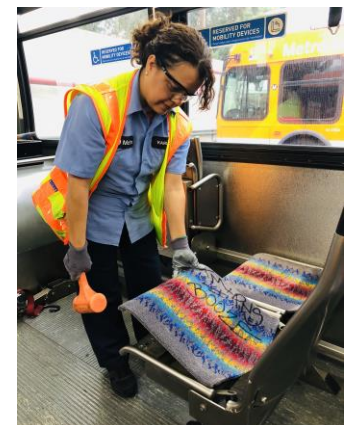
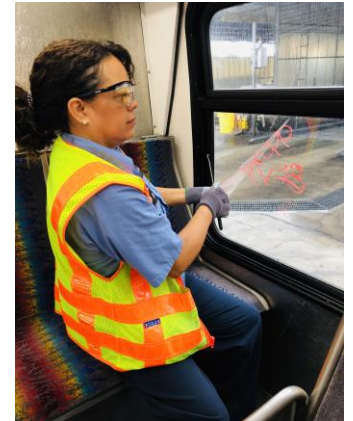
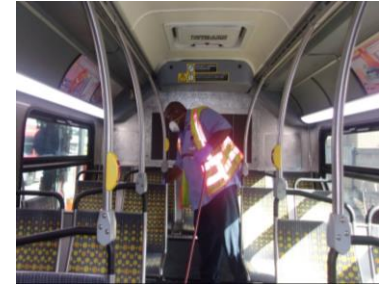
Bus Equipment Cleanliness

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
- 7th and Metro
- Redondo Beach Station
- Downtown Santa Monica

Rail Car Mainline Cleaning Activities

- Sweep
- Clean up spills
- Trash removal

Staffing

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

Evaluate deployment to rail lines and end of line stations.



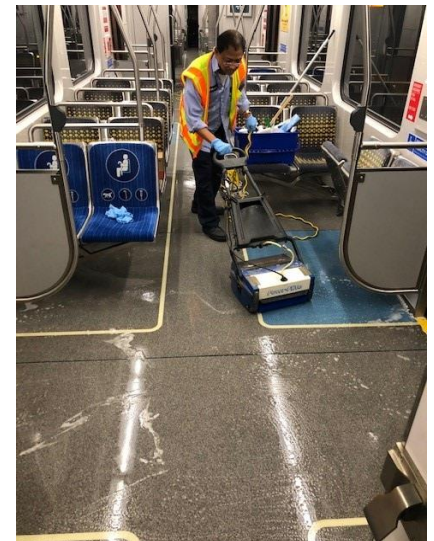
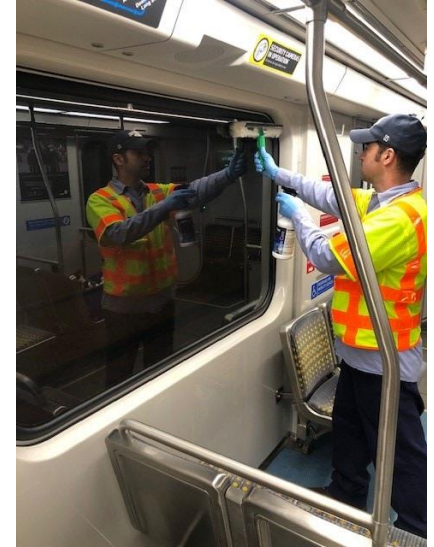
Rail Car Cleanliness Update: Division Activities

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

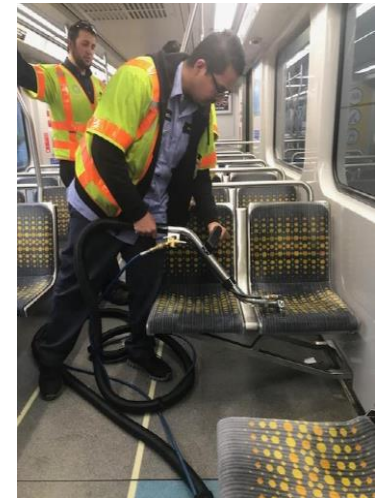
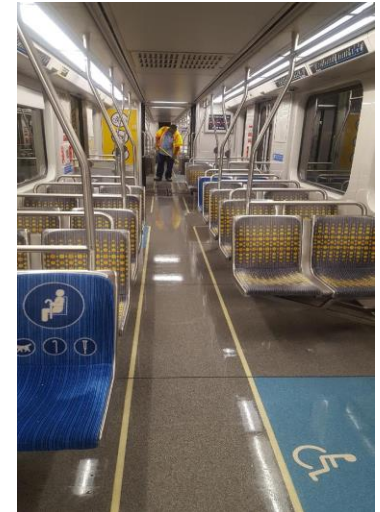
- Treatment for pesticides

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



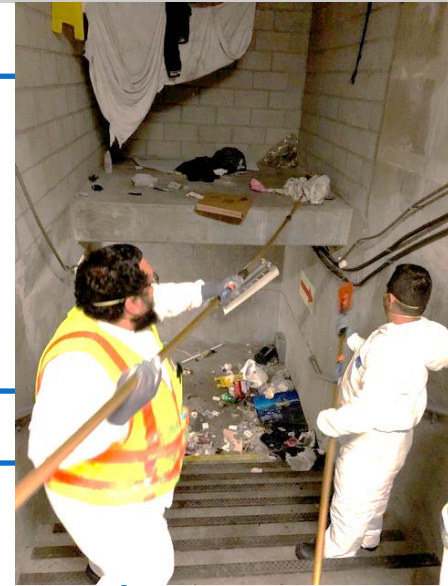
Rail Station Custodial Cleanliness Update

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

Weekly

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

Monthly

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



Before – Blue Line



After – Blue Line



Before- Red Line



After – Red Line



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



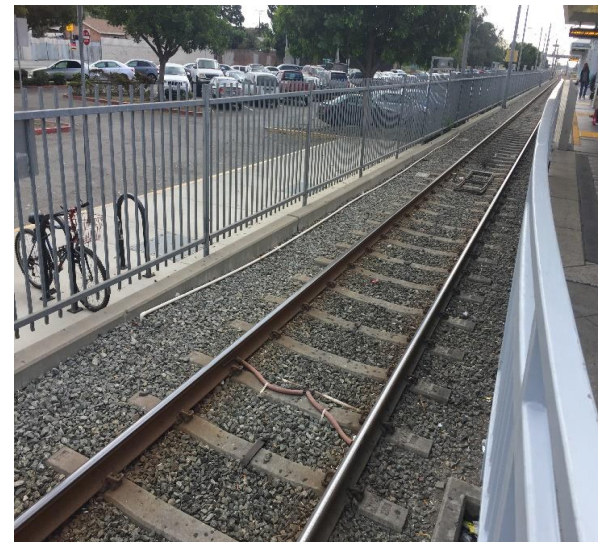
Trash free ROW Del Amo Station



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

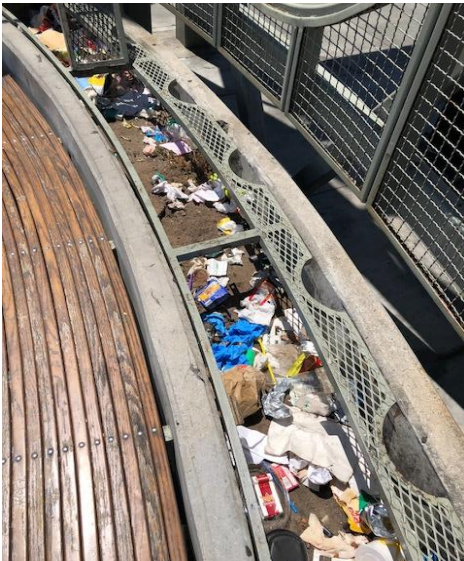
Green Line



Vermont/Athens Station - Before



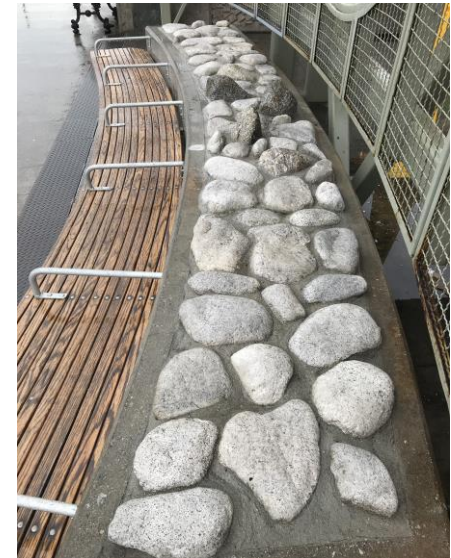
Vermont/Athens Station - After



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