

Committee Report

Transportation Committee



Committee Meeting Date: September 11, 2023

For the Metropolitan Council: September 27, 2023

Business Item: 2023-189

Metro Transit Cleaning and Repair Standards

Proposed Action

That the Metropolitan Council authorize Metro Transit staff to develop cleaning and repair standards for stations and vehicles as required by Minnesota Statutes section 473.412, including procedures for cleaning at defined minimum intervals, procedures for inspections at defined minimum intervals, methods for timely removal of graffiti and vandalism, methods for timely repair of damages most impactful to the customer experience, and methods to measure and report on cleaning and repair activities.

Summary of Transportation Committee Discussion/Questions

Metro Transit Planning & Urban Design Manager Anna Flintoft presented this item.

Chamblis asked how the Council will receive updates on how we are doing to meet these standards and to be effective in creating a more positive customer experience. Flintoft said that the draft report due to the legislature October 1 includes initial standards, and these standards are expected to be continually evaluated and improved to achieve a higher level of cleaning and repairs. Metro Transit Deputy GM/Chief Operating Officer Brian Funk added that this work is part of Metro Transit's Safety and Security Action Plan and overall efforts to improve the customer experience.

Carter, Toni asked about how customer feedback on cleanliness issues will be addressed and how customer perceptions of cleanliness will be evaluated. Flintoft said that staff are exploring ways to streamline how customers and employees report cleaning and repair issues and to evaluate customer perceptions about cleaning and repairs over time. Chair Barber added that the annual onboard survey could be one of the tools used to collect this feedback.

Vento expressed appreciation for the employees that do the daily work to keep the system cleaned and asked if the bus or rail mode is in more need of maintenance overall. Flintoft stated because LRT stations typically have more infrastructure and ridership, they tend to have more maintenance requirements. Funk added that it also depends on foot traffic and location.

Chair Barber asked if there will be additional training to the employees who are doing some of the issue reporting and what strategies we are using to fill workforce gaps. Flintoft stated that the more the processes are streamlined and staff are trained to easily report issues, the more quickly cleaning and repair work can be completed. Flintoft added that Metro Transit is working with Human Resources to improve the attractiveness of key maintenance positions.

Motion by Carter, Toni, seconded by Vento. Motion carried.

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District(s), Member(s):	All Districts
Policy/Legal Reference:	Minnesota statutes section 473.412
Staff Prepared/Presented:	Lesley Kandaras, General Manager, 612-349-7513 Brian Funk, Chief Operating Officer, 612-349-7514 Marilyn Porter, Director, Engineering & Facilities, 612-349-7689 Anna Flintoft, Manager, Planning & Urban Design, 612-349-7377
Division/Department:	Metro Transit

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Background

Minnesota Statutes Chapter 68, Article 4, Sec. 95. [473.412] requires Metropolitan Council to adopt standards on cleanliness and repair of transit vehicles and stations by October 1, 2023 and submit a report to the chairs and ranking minority members of the legislative committees with jurisdiction over transit policy and finance on transit cleanliness and the ridership experience by October 1, 2023 and every two years thereafter. The full text of the legislation is attached.

To meet these requirements, Metro Transit has convened an internal working group and initiated a Cleaning & Repair Standards project to develop and implement standards for cleaning and repair of transit vehicles and transit stations and to develop methods for reporting on implementation progress. Initial standards for cleaning and repairs have been prepared, consistent with the proposed action. Metro Transit staff will submit the first required legislative report with this proposed Council action and the initial standards by October 1, 2023.

Rationale

Cleaning and repair of transit vehicles and stations is essential to providing a high-quality and consistent transit customer experience. Minnesota Statutes section 473.412 requires Metropolitan Council to adopt standards by October 1, 2023 on cleanliness and repair of transit vehicles and stations.

Thrive Lens Analysis

This action advances the following Thrive MSP 2040 Outcomes:

Stewardship: A coordinated framework for cleaning & repair activities across internal departments and transit modes demonstrates efficient and effective use of public financial resources.

Equity: Clean and well-maintained vehicles and stations benefit transit customers of all races and ethnicities, economic means and abilities.

Livability: Clean and well-maintained stations enhance quality of life for communities where transit stations are located.

Funding

Implementation of cleaning and repair standards will be funded through existing and planned operating budgets.



ATTACHMENT 1: LEGISLATION

Chapter 68, Article 4, Sec. 95. [473.412] METRO TRANSIT CLEANING AND REPAIR STANDARDS; REPORT REQUIRED.

Subdivision 1. **Definitions.** (a) For purposes of this section, the following terms have the meanings given.

(b) "Cleaning" means the removal of litter, refuse, food, glass, bodily fluids, offensive odors, or other debris.

(c) "Graffiti" has the meaning given in section 617.90, subdivision 1.

(d) "Transit station" means a wholly or partially enclosed structure provided for public use as a waiting area in conjunction with light rail transit, bus rapid transit, or regular route transit and includes any property, structures, fixtures, equipment, appurtenances, improvements, heating elements, lighting, fare collection, or any other property that is owned, leased, held, or used for the purpose of providing and supporting public transit.

(e) "Transit vehicle" means light rail transit trains, bus rapid transit vehicles, buses servicing regular route intervals, or any other vehicle owned or operated by a public entity for the purpose of providing public transit.

(f) "Vandalism" means a person defacing, marring, damaging, removing, injuring, displacing, destroying, or tampering with any transit facility or transit vehicle equipment, property, structures, fixtures, or appurtenances.

Subd. 2. **Standards established.** (a) By October 1, 2023, the Metropolitan Council must adopt standards on cleanliness and repair of transit vehicles and stations. To the extent practicable, the standards must address:

(1) cleaning requirements for transit stations and vehicles operated by the council;

(2) a strategy for discovering and removing vandalism, graffiti, or other defacement to transit stations or vehicles operated by the council;

(3) a proposal for the timely repair of damage to transit stations and transit vehicle fixtures, structures, or other property used for the purpose of supporting public transit; and

(4) any other cleanliness standards necessary to provide a quality ridership experience for all transit users.

(b) By February 1, 2024, the Metropolitan Council must provide information on the council's website on how the council solicits public feedback on cleanliness and rider experience at transit stations and on transit vehicles. The council must post conspicuous notice of the public feedback options at each light rail transit station and bus rapid transit station operated by the council.

Subd. 3. **Report required; cleaning standards and expenditures.** (a) By October 1, 2023, and every two years thereafter, the Metropolitan Council must report to the chairs and ranking minority members of the legislative committees with jurisdiction over transit policy and finance on transit cleanliness and the ridership experience.

(b) The first report due under paragraph (a) must provide the council's adopted cleanliness standards required under subdivision 2. The first report must also provide information on how the council developed the cleanliness standards, the stakeholders it consulted in drafting the cleanliness standards, and the financial resources needed to implement the cleaning and repair standards. The first report must also identify the council's proposal for soliciting public feedback on cleanliness and rider experience at transit stations and on transit vehicles operated by the council.

(c) For reports submitted on October 1, 2025, and every two years thereafter, the report must include:

(1) the total expenditures for cleaning and repairing transit stations and transit vehicles;

- (2) a report on the frequency, type, and location of repairs;
 - (3) a report on whether specific transit stations needed a higher proportion of cleaning or repairs;
 - (4) a report on workforce challenges for maintaining the cleanliness standards adopted by the council;
 - (5) whether the council has adopted preventative measures against vandalism or graffiti; and
 - (6) any recommendations for additions to the transit rider code of conduct adopted by the council under section 473.4065.
- (d) The council must collect and summarize the public comments it receives and incorporate those comments into the report required under paragraph (c).

EFFECTIVE DATE; APPLICATION. This section is effective the day following final enactment and applies in the counties of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington.

