



Cleaning & Repair Standards

Transportation Committee, Business Item 2023-189

Anna Flintoft, Manager, Facility Planning & Urban Design | September 11, 2023

Proposed Action 2023-189

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.

Cleaning and Repair Legislative Requirements

- **Adopt Standards by Oct 1, 2023**
 - cleaning requirements for stations and vehicles
 - strategy for discovering and removing vandalism, graffiti
 - proposal for timely repair of damage
- **Submit Report by Oct 1, 2023**
 - how we developed the standards and the stakeholders consulted
 - financial resources needed to implement the standards
 - proposed method for soliciting public feedback on cleanliness and rider experience
- **Post Notice on Website, at LRT/BRT Stations by Feb 1, 2024**
 - how we solicit public feedback on cleanliness and rider experience
- **Submit Report every two years starting Oct 1, 2025**
 - frequency, type, and location of cleaning and repairs; expenditures; workforce challenges; etc.



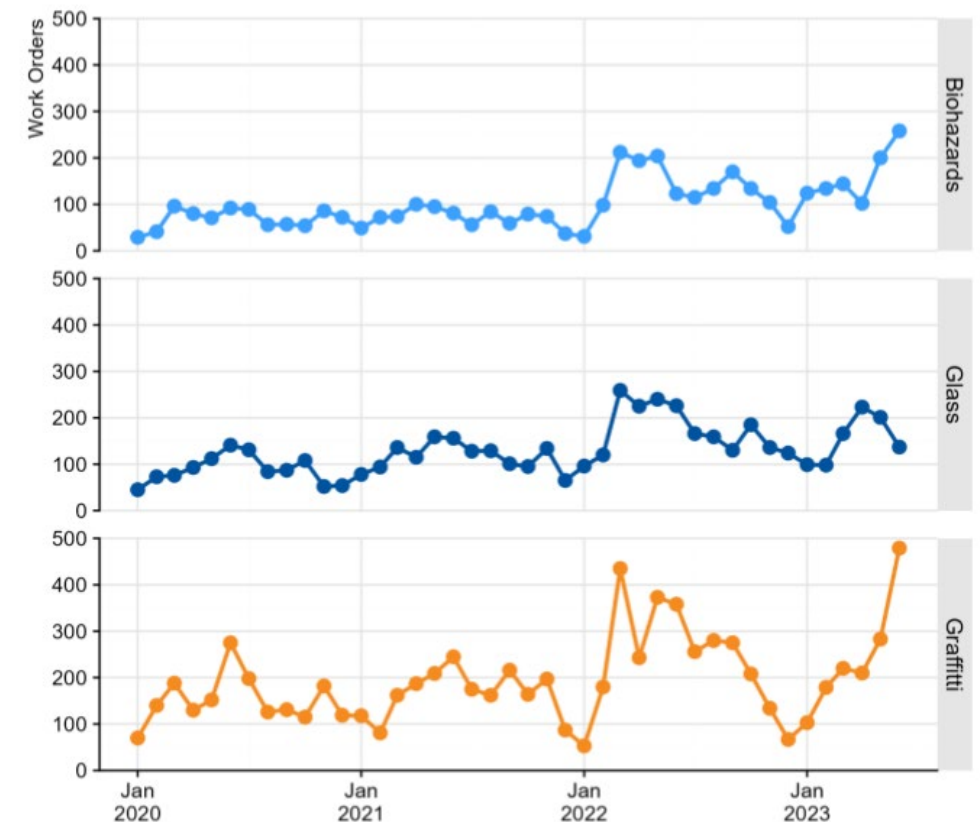
Cleaning & Repair Standards Project

- develop and implement standards for cleaning and repair of transit vehicles and transit stations
- develop methods for reporting on implementation progress
- meet the requirements of the 2023 state legislation
- coordinated framework for cleaning & repair activities across internal departments and across transit modes

Current State of Cleaning and Repairs

- Recent Challenges
 - Increased cleaning and repair needs
 - Increased customer complaints
 - Staffing shortages and hiring challenges
 - New METRO lines to maintain
- Existing Practices
 - Existing standards and procedures
 - Some new standards and procedures needed
 - Some metrics and reporting in place

Public Facilities Work Orders for Glass, Graffiti, and Biohazards per month, January 2020 to June 2023.



What we expect to be different in the future

- A better customer experience on vehicles and at stations
- More clearly defined priorities for cleaning and repair work
- Improved strategic deployment of staff and resources to priorities
- New sales tax revenues to fund staff and resources
- Improved tracking and reporting of cleaning and repair work
- Continuous improvement – this will be an iterative process

Development of Initial Standards

Contents

1. Cleaning Requirements
 - Routine Cleaning
 - Deep Cleaning
2. Inspections (*discovery of issues & preventive maintenance*)
3. Removal of Graffiti and Vandalism
4. Repair of Damages most impactful to customer experience
 - Broken Glass
 - Heat and Light
 - Damages Due to Car Crashes
 - Elevator Outages

Examples

- *Routine Cleaning of Buses: daily*
- *Routine Cleaning of LRT stations: daily*
- *Shelter Deep Cleaning: at least once every 6 months*
- *Graffiti Removal: varies 24 hours to 7 days*

Planned Measures and Reporting

- frequency of cleaning
- frequency of inspections
- responsiveness to remove graffiti and vandalism
- responsiveness to repair damages most impactful to the customer experience
- customer feedback received on cleaning & repair issues

Note: data, technology, and business process improvements are essential

Draft Contents of Oct 1, 2023 Legislative Report

- Purpose
- Council Authorization to Develop Standards
- Overview of Cleaning & Repair Standards Project
- Customer Feedback on Cleaning and Repairs
- Proposal for Soliciting Public Feedback
- Financial and Staffing Resources Needed
- Appendix: Initial Standards for Cleaning and Repairs

Proposed Action 2023-189

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.