



Metro

Metropolitan Transportation Authority

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**OPERATIONS COMMITTEE
OCTOBER 20, 2005**

SUBJECT: METRO BUS STOP CLEANING AND MONITORING

ACTION: RECEIVE AND FILE

RECOMMENDATION

Receive and file report on bus stop cleaning and monitoring.

ISSUE

At the August 2005 Operations Committee, Director Parks requested staff to develop a protocol requiring bus operators to monitor bus stop conditions and report broken and/or soiled bus benches. This report gives an overview of Metro's existing bus stop cleaning program, *Metro Clean*. The report also provides information on a new pilot program in the South Bay Sector targeted to bus operators, "See It, Report It."

DISCUSSION

Within Metro's 1,433 square mile service area, there are 17,892 bus stops, of which 17.6% include shelters and benches, 40% include benches only and 42.4% provide only the bus stop sign with no amenities. With the exception of 24 bus terminals throughout Los Angeles County, Metro does not own or have jurisdiction over the vast majority of these 17,892 stops.

A number of different bus stop ownership/maintenance arrangements exist. In some municipalities, bus benches and shelters are installed, owned and maintained directly by the city. Examples of this include Beverly Hills, Malibu and Monterey Park. In the City of Los Angeles, Pasadena and Burbank, the municipalities have franchise agreements with entities such as Clear Channel, Viacom or Norman Bench. Under these types of franchise agreements, the contractor receives money from the advertisements on the benches and in return is responsible for maintaining the shelters, benches and a limited area around their passenger amenities at the stops. It is important to note that, in some areas, bus stops serve multiple bus carriers. For example, there are about 450 Metro stops within the Central Business District, of which an estimated 150 are served by other carriers.

Existing and future Rapid Station maintenance is under Viacom/J.C. Decaux's existing contract. Orange Line Station maintenance will be conducted by Metro Rail staff and via

Operations Facility Maintenance Department contracts for elements like landscaping and graffiti removal maintenance.

Metro Clean Program

In January 2004, the Board adopted the Cleanliness Policy to improve our customers' quality of life on the transit system. The Cleanliness policy, implemented through the Metro Clean Program, places a high priority on the cleanliness of bus and rail vehicles, rail stations, bus stops and owned facilities. The Metro Clean Program includes graffiti removal programs, vandalism repair and replacement, new capital expenditures, educational outreach, community involvement and aggressive law enforcement.

The Metro Clean unit, under the Stops and Zones Division, is an integral part of the Operations Facilities Maintenance Department. The unit has continued to provide alternative sentencing in the form of community service for adults and juvenile offenders since March of 1995. The Metro Clean program assists the courts and prison system by providing a way for convicted offenders to avoid costly incarceration and repay society by performing unpaid community service work.

Municipal courts and community service centers from around the county provide the LACMTA with this voluntary labor. The Metro Clean unit also offers a unique juvenile program, endorsed by the courts, for youthful offenders. Every other Saturday or Sunday morning these juvenile offenders attend a two-hour long class before beginning their assignment of cleaning Metro's inactive rail rights of way. The goal of the program is to reduce recidivism among our juvenile offenders, lowering Metro's cost of dealing with vandalism/graffiti and providing for a cleaner mode of public bus transportation to our customers.

The Metro Clean unit consists of nine ATU Laborer A (Stops and Zones) crew leaders who, as contractually mandated, direct the cleaning activities of Court referred Community Service Workers (CSW's). These crew leaders and CSW's are directed and supervised by four Equipment Service Supervisor on a seven day per week basis, and are managed by Stops and Zones Division's, Facilities Maintenance Manager.

Work is prioritized to occur at bus stops located along Metro's heaviest utilized lines, as these tend to need the most attention. The crews are also dispatched to locations in response to legitimate complaints, which are mainly received by Metro's Customer relations and then referred to Stops and Zones.

The types of work performed by the Metro Clean crews at the bus stops within the bus zone include:

- Pressure washing the sidewalk as warranted
- Picking up trash and litter
- Graffiti removal

As shown in Attachment A, in Fiscal Year 2005 the CSW's were engaged in the tasks of cleaning bus stops, removing graffiti from buses at non-division layover locations, removing

trash, litter and debris from Metro's inactive rail rights of way, and participating in organized Community Clean up events by cleaning the neighborhood's bus stops. In August 2005, Metro Clean crews cleaned over 4,000 bus stops, which is an average of 134 stops a day, throughout the county. The crews also pressure washed 114 stops and collected 5,300 bags of trash.

South Bay Sector Pilot Program: See It, Report It

Metro South Bay will implement a pilot program called "See It, Report It" that encourages bus operators and field staff to report bus stop conditions at various locations. The South Bay Sector Arthur Winston and Carson Divisions will mount posters that will display examples of pictures of actual bus stops with faulty conditions that should be reported. These posters will have convenient pocket-sized cards available for employees to use to identify the locations and specific information of errant bus stop locations.

Metro South Bay employees will return the cards to a slot on the posters and Transitional Duty personnel will be responsible for data entry and tracking the reported locations. Transitional Duty personnel will also notify the appropriate Metro or city/municipal department to take corrective action.

NEXT STEPS

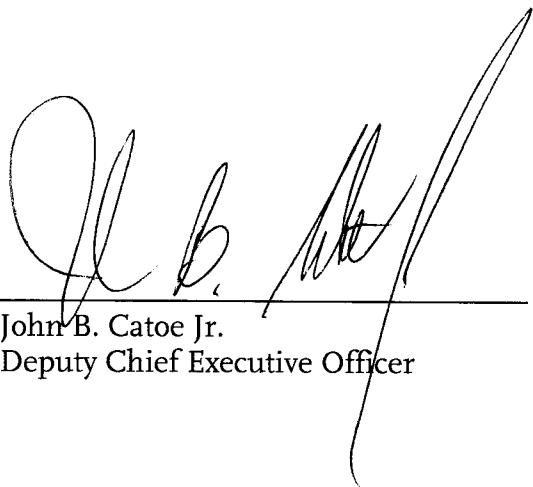
Through the Metro Clean Program, staff will continue cleaning Metro's bus stop locations, buses, and inactive rail rights of way and by participating in Community Clean up events. Doing so provides a cleaner environment for Metro's existing bus passengers, entices new riders to our bus system, and illustrates Metro's commitment to being a 'good neighbor' in the communities we serve.

Staff will monitor the effectiveness of the "See It, Report It" pilot program and, if successful, expand it to all sectors.

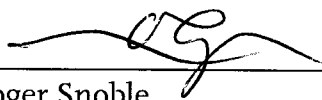
ATTACHMENT

- A. Metro Clean FY'05 Work Completed Summary

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ATTACHMENT A

METRO CLEAN
WORK ACTIVITY SUMMARY FY 2005

MONTH	STOPS	BUSES	STEAM CLEAN	BAGS OF TRASH	IRROWS Sq. Ft. CLEANED	CSWs/ MONTH
July 2004	4,171	380	99	5,395	441,500	566
August	4,905	342	85	6,294	191,620	681
September	4,309	452	64	5,300	62,040	919
Qtr 1 Total	13,385	1,174	248	16,989	695,160	2,166
October	4,439	467	55	5,402	144,850	656
November	4,693	539	68	6,067	80,950	616
December	3,254	591	13	4,005	371,400	542
Qtr 2 Total	12,386	1,597	136	15,474	597,200	1,814
January 2005	3,974	915	35	5,085	103,600	588
February	3,283	608	18	4,254	185,305	701
March	4,629	546	26	5,708	147,308	952
Qtr 3 Total	11,886	2,069	79	15,047	436,213	2,241
April	5,218	529	34	6,632	780,000	825
May	4,660	366	36	5,889	1,184,833	785
June 2005	5,068	436	41	6,405	243,920	807
Qtr 4 Total	14,946	1,331	111	18,926	2,208,753	2,417
FY 2005 TOTALS	52,603	6,171	574	71,626	3,937,326	8,638