

Service Attendants Marilyn Dear and Jose Tacaraya, part of a team of six, work together to get the buses cleaned faster.



PHOTO: JENNIFER YEH

Division 7 Service Attendants Find Better Way to Clean Buses

By JENNIFER YEH

(March 7, 2003) West Hollywood Division 7's service attendants are proving that working together is the most effective way to get things done.

The service attendants have come up with an effective concept – an assembly line to clean buses more rapidly.

The idea was a reaction to Deputy CEO John Catoe's recent challenge to all Metro service sectors to thoroughly clean their entire bus fleets by April 15.

With the new assembly line concept, the service attendants have developed, the interior of the bus is divided into sections. Each individual of a six-member crew is assigned to concentrate on a specific area of the bus before moving on to the next.

"It used to take six to eight hours per person to complete one bus," says Maintenance Manager Ron Whitney. "We now can accomplish two buses in that amount of time."

The concept was created in January at one of the division's weekly meetings between the managers and crew. The service attendants offered their suggestions and ideas for further improvements.

Team work gets the job done

Every morning, Service Attendant Leader Henry Sampson assigns each crewmember the buses that need to be completed for the day. Two people then prepare the buses with cleaning supplies, while the others get ready to start on their sections.

"The reason it has worked for us so far is because we have enough people on the cleaning crews and we work as a team," says Service Attendant Marilyn Dear.

Part of the strategy is to clean the central parts of the bus first, such as

the windows, walls and seats and leave the more difficult sections such as the ceilings and floors for last.

"Productivity has gotten a lot better," says Whitney. "We now get more buses cleaned per shift."

One hundred fifty eight of the division's 256 buses have been cleaned to date. Service Attendant Juliann Watson is confident that they will meet the April 15 deadline.

Service Attendant Gail Blane agrees this new concept for cleaning is an improvement.

"The program makes the job smoother and faster," she says.

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