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Division 10 swing shift service attendants have the main burden of cleaning buses after their daily runs. Equipment Maintenance Supervisor Demi Orleans is at far right.



PHOTOS: JOHN GILLEN

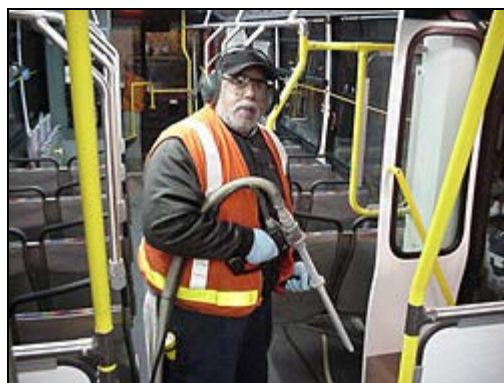
How Division 10 Maintenance Reached a Coveted Goal

By FRANK LONYAI

(Feb. 16, 2005) Division maintenance teams work hard to supply safe, reliable and clean buses to the riding public and bus operators.

Every day when the buses come back from service, maintenance crews start swirling around to prepare them for service the next day. This is the part that not many people see.

About the time the majority of us are heading home, service attendants arrive at the divisions and work through the night to have the buses ready for rollout the next morning.



Service Attendant Perry Ford uses a special device to clean hard-crested gum off the surfaces in a Division 10 bus. Below, Service Attendant Alfred Duarte cleans the wheels on a Division 10 bus.

All of this activity and the cleaning of the buses are measured by the Cleanliness Rating. Once a month, sharp-eyed inspectors from the Quality Assurance group inspect a variety of buses and determine the division's overall cleanliness rating.

8 on a scale of 10

The goal for the Divisions is 8 on a scale of 10. Eight is rarified air, and usually only one or two divisions get there.

Over a year ago, Division 10 Maintenance decided to improve its cleanliness rating. At the time, ratings were in the mid-6 range. Supervisors, service attendant leaders and maintenance employees looked



for the best practices available. Some supervisors even visited other transit agencies to check out their cleaning programs.

In December 2004, Division 10 Maintenance reached 8.1 in its cleanliness rating, a first for this division.

Demi Orleans is the equipment maintenance supervisor in charge of the afternoon servicing and cleaning of the buses.

'Started working together'

"Employees had to be part of the planning and buy into the idea," says Orleans. "The cleaning program we have at Division 10 goes across the shifts. Initially there was some difficulty in synchronizing the work among the shifts, but later, instead of blaming each other, we started working together."

The program consists of three major elements: modular cleaning performed by dayshift; daily regular servicing and cleaning of the buses done by swing shift; and weekly scheduled, targeted follow-up on certain crucial elements, such as dashboards, doors, windows, ceilings, floors.

Each day of the week there is something else maintenance crews pay a bit of extra attention, what we call "touch up". Also, both day and swing shifts have targeted special cleaning projects to address – such as front door water spot removal and ceilings – which could not be accomplished during the regular cleaning process.

"In all of my 20 years working for Metro," says Orleans. "I haven't seen a group of people so dedicated and conscientious."

-- Frank Lonyai is maintenance manager at Division 10.