

# TORONTO TRANSIT COMMISSION REPORT NO.

**MEETING DATE:** April 3, 2009

**SUBJECT:** SUBWAY STATION CLEANLINESS IMPROVEMENT UPDATE

## **INFORMATION ITEM**

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### **RECOMMENDATION**

It is recommended that the Commission receive this presentation for information.

### **BACKGROUND**

At its meeting of October 23, 2008, the Commission was presented with an update on the Cleanliness Audit Results and Action Plans.

### **DISCUSSION**

The Commission will be presented with the Cleanliness Audit Phase 3 and 4 Results and an update on the Subway Station 2009/2010 Cleanliness Improvement Plans.

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March 11, 2009

6-75-91

Attachment: Presentation

# SUBWAY STATION CLEANLINESS IMPROVEMENT UPDATE

Commission Meeting – April 3, 2009

# Subway Station Cleanliness Improvement

- Cleanliness Audit Results
- 2009 Action Plan to Improve Cleanliness
- Future Plans to Improve Cleanliness
- Appearance Improvement Plan
- Next Commission Update

# Cleanliness Audit Results

	Feb / Mar	Jun / Jul	Oct / Nov	Jan / Feb
<b>Average Rating</b>	59%	61%	64%	62%
# of Stations < 50%	6	2	0	0
# of Stations 50% to 70%	57	63	64	68
# of Stations > 70%	7	5	6	2

2008 Year End Target: 65%

2008 Year End Actual: 64 %

# Cleanliness Improvement 2009 Action Plan

- Revision to Processes, Job Assignments and Cleaning Schedules
- Based on Extensive Input From Workforce
- No Operating Budget Workforce Increase
- Implementation : June 2009
- Objective: Improved & Consistent  
Cleanliness for Customers
- 2009 Year End Cleanliness Target 68%

# Cleanliness Improvement 2009 Action Plan

## Process Revision

- Replace the heavy machine clean operation, completed every 2 weeks after revenue service

WITH

- A heavy machine clean operation every 3 weeks plus a combination hand/machine clean every week

RESULT – *Improved cleanliness level between heavy machine clean operation*

# Cleanliness Improvement 2009 Action Plan

## Job Assignment Revision

- Add floor sweeping and dusting stainless steel surfaces during revenue service
- Timeframe between scheduled public washroom cleaning varies from 1 to 1 1/2 hours. Tighten this variable to a 3 to 6 hour timeframe
  - Maintain a consistent level of cleanliness that can be built upon

# Cleanliness Improvement 2009 Action Plan

## 42 General Cleaning Schedule Revisions

- 12 schedules for light fixtures
  - Improve light fixture cleanliness
- 6 schedules for subway platform machine cleaning during revenue service
  - Help maintain cleanliness achieved by night shift heavy clean operations
- 24 schedules for vacation and sick relief
  - Ensure all cleaning schedules filled each shift



# Cleanliness Improvement 2009 Action Plan

## Capital Work

- 3 Capital Budget positions for cleaning subway stations with heavy construction activities under the Capital Program
  - Maintain station cleanliness at consistent level in areas of heavy construction

# Cleanliness Improvement Future Plans

- Develop Cleanliness Improvement Initiatives
- Achieve 80% Target over 3 Year Period
- 2010 Operating Budget Submission

# Cleanliness Improvement Future Plans

NOTE: Base Workforce 249 Employees

YEAR	ADDITIONAL WORKFORCE	CLEANLINESS LEVEL
2009	0	68%
2010	31	72%
2011	31	76%
2012	24	80%

# Appearance Improvement Update

## 7 Tradesperson Positions Added in 2009

- King Stn. Track Level Ceiling
  - Pilot successful
  - Full station plan to be developed: Fall/09
- St. Andrew Stn. Lighting, Ceiling & Track Level Wall
  - LED lighting pilot under review with decision by: Sept/09
  - Track level wall panel pilot test to be installed by: Apr/09
- St. George Stn.
  - Floor & wall finish renewal 40% complete
  - Completion of subway platforms & mezzanine by: May/09
  - Track level wall tile/leak remediation to be scheduled

# Subway Station Cleanliness Improvement

## NEXT!

- Next Audit – April/May 2009
- Revised 2009 Cleaning Program – June 2009
- Three Year Cleanliness Improvement Plan – July 2009
- Long Term Appearance Improvement Plan – July 2009
- Commission Meeting Update – August 2009