

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: (Re-submitted December 16, 2009)
November 17, 2009

SUBJECT: SUBWAY STATION APPEARANCE IMPROVEMENT UPDATE

INFORMATION ITEM

RECOMMENDATION

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

BACKGROUND

At its meeting of August 26, 2009, the Commission was presented with an update on the Cleanliness Audit Results and Action Plans.

DISCUSSION

The Commission will be presented with the September 2009 Cleanliness Audit results and an update on the Subway Station 2010 Appearance Improvement Plans.

October 26, 2009
6-75-91
Attachment: Presentation

Subway Station Appearance Improvement Update

Commission Meeting – November 17 2009



Subway Station Appearance Improvement

- September 2009 Cleanliness Audit Results
- 2010 Cleanliness Improvement Plan
- 2010 Wall & Floor Finish Renewal Plan
- Ceiling Cleaning Program Update
- Next Update



2009 Cleanliness Audit Results

	February	July	September	December
Average Rating	62%	64%	66%	P.A. 68%

- Revised Cleaning Job Assignments, Shifts and Work Hours Continue to Provide Benefits



Cleanliness Audit Results

Average Rating	Initial Audit	February 2009	September 2009
# of Stations < 50%	6	0	0
# of Stations 50% to 60%	28	13	4
# of Stations 60% to 70%	29	47	47
# of Stations 70% to 80%	7	10	19
# of Stations 80% to 100%	0	0	0

- September 2009
 - 94% of Stations Over 60%
 - Moving Towards a Consistent Cleanliness Level for all Stations



Downtown Yonge Business Improvement Area Audit Queen, Dundas & College Stations

Date	# of Cleanliness Deficiencies
June 2009	12
October 2009	1



Cleanliness Improvement Plan

Target: 80%

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



2010 Cleanliness Improvement Plan

Target: 72%

New Cleaning Programs	Workforce Requirement
Escalator Cleaning	+8
General Cleaning & Waste / Recycle	+10
Stain & Gum Removal	+4
Subway Station Exterior Power Wash	+4
Spare Board	+4
Foreperson	+1
	+31



2010 Wall & Floor Renewal Plan

Lessons Learned – St. George Station

- Color & Size Match Excellent for Wall Tile Replacement
- Wall Tile Grout Replacement
 - Significant Improvement in Station Appearance
 - Labour Intensive, Time Consuming & High Cost
- Wall Tile Replacement at Track Level Impacted by Availability of Workcars and Coordination of Structural Repair & Leak Remediation
- Specialized Skill Set Required for Terrazzo Floor Repair
- Impact of Safety Procedures Related to Utility Locates and Designated Substance Surveys / Work Procedures



2010 Wall & Floor Renewal Plan

6 Year Plan – Based on Condition Assessment

Renewal Work	Resources	
	Existing Budgeted	2010 Additional Requirements
Grout Replacement	0	+3
Track Level Wall Repair	0	+4
Wall & Floor Repair in Public Areas	11	0
Staff	1	+1
Total	12	+8



Ceiling Cleaning Program Update

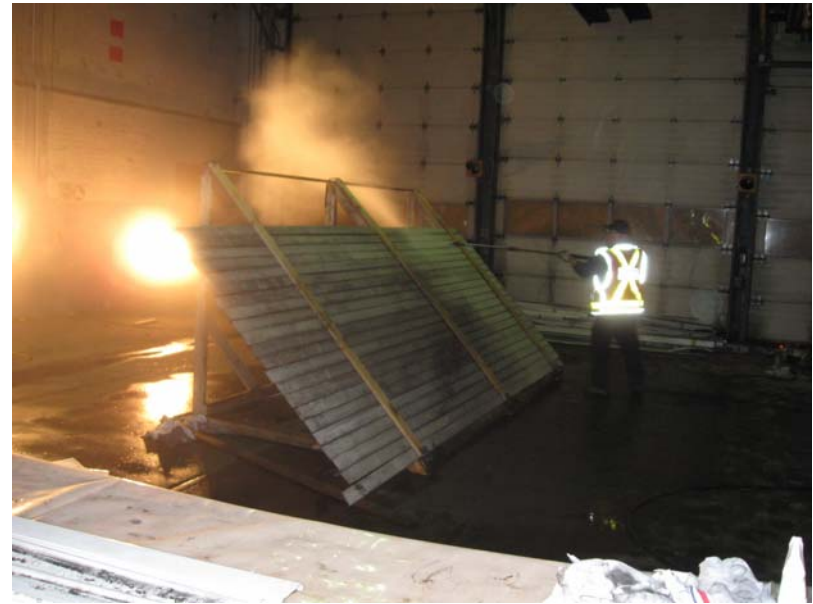
Ceiling Cleaning After Reinstallation

Performance Based Contract Implemented In 2008

- Unable to Keep Up with Workload
- All Outstanding Ceiling Slats Cleaned

Power Wash Cleaning System

- Process underway
- Power Washed at Storage Location
- Wrapped in Plastic for Storage
- Installed Clean



Subway Station Appearance Improvement

NEXT !

- Next Cleanliness Audits
 - December 2009
 - April 2010
- Commission Meeting Update
 - June 2010

