

# TORONTO TRANSIT COMMISSION REPORT NO.

**MEETING DATE:** November 17, 2009

**SUBJECT:** SUBWAY STATION APPEARANCE 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 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.

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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**

<b>Date</b>	<b># of Cleanliness Deficiencies</b>
<b>June 2009</b>	<b>12</b>
<b>October 2009</b>	<b>1</b>



# Cleanliness Improvement Plan

**Target: 80%**

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



# 2010 Cleanliness Improvement Plan

**Target: 72%**

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





# 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
<b>Total</b>	<b>12</b>	<b>+8</b>



# 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



# **Subway Station Appearance Improvement Update**

**Commission Meeting – November 17 2009**



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