

# TORONTO TRANSIT COMMISSION REPORT NO.

**MEETING DATE:** July 14, 2010

**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 December 16, 2009, the Commission was presented with an update on the Cleanliness Audit Results and Action Plans.

### **DISCUSSION**

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

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June 18, 2010

6-75-91

Attachment: Presentation

# **Subway Station Appearance Improvement Update**

**Commission Meeting – July 14, 2010**



# Subway Station Appearance Improvement Update

- May 2010 Cleanliness Audit Results
- Cleanliness Improvement – 2010 Approved Operating Budget
- Cleanliness Improvement – 2010 Cleaning Blitz
- Cleanliness Improvement – 2011/2013 Plan
- Station Ceiling Improvement Plan
- Floor & Wall Finish Renewal Plan
- Track Level Wall Cleaning Pilot Project
- Next Update



# **Cleanliness Audit Process**

## **Initiated February 2008**

- **Objective**
- **Measurable**
- **Cleanliness Target**
- **3<sup>rd</sup> Party Audit**



# Cleanliness Audit Process

## Industry Standard Guidelines

- Facility Managers of Education
- International Sanitation Services Association
- Ontario Healthcare Facilities Organization
- Companies Utilizing Standards
  - Cadillac Fairview
  - Brookfield Properties
  - Oxford Properties



# Cleanliness Audit Process






## Station Components Audited

- Subway Platform
- Escalators
- Elevators
- Stairs
- Floors
- Coves
- Walls
- Glass
- Ceilings
- Metals
- Lighting
- Public Washrooms
- Concessions
- Fare Line Equipment
- Collector Booths
- Station Entrance
- Bus Bays/Customer Pick Up



# Cleanliness Audit Process

## Rating System General Definitions

Level 5		100%	Orderly Spotlessness
Level 4		80%	Ordinary Tidiness
Level 3		60%	Casual Inattentiveness
Level 2		40%	Moderate Dinginess
Level 1		20%	Unkempt Neglect



# Cleanliness Audit Process

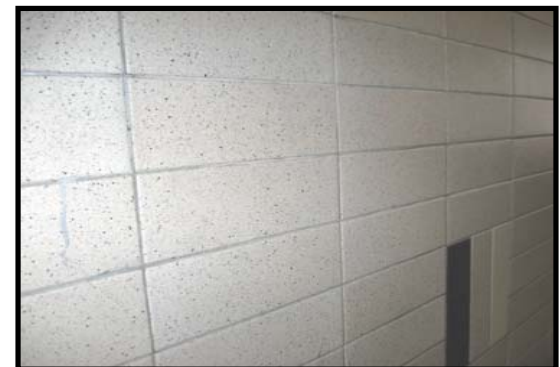
## Example of Rating System

- Component - WALLS

5 – Wall Cleaning is at the highest level. They are bright and clean with little sign of dirt.

4 – Walls show some sign of dust. General spot cleaning will raise the level.

3 – Walls have slight build up of dirt and are slightly under acceptable levels.





# Cleanliness Audit Process

## Example of Rating System (Cont'd)

- Component – WALLS

2 – Walls show a lot of dirt and look like they have not been cleaned for some time.



1 – Walls are unacceptable and will require a major cleaning to bring up to an acceptable level. The build up has been over a long period of time.



# Cleanliness Audit Process

Target 80%

- Floors clean with a shine present
- Platform edge tiles, coves, and walls free of dust and soil
- Public Pay Phones clean and free of posters/graffiti
- Public Washrooms clean, fixtures polished, stocked
- Trash/Recycle Containers not full
- General Daily Cleaning Complete except high access areas



# Cleanliness Audit Results

February 2008	59%
February 2009	62%
May 2010 (Target 68%)	67%

- No Workforce Increase
- Revised Work Scheduling and Supervision



# Cleanliness Audit Results

Average Rating	February 2008	February 2009	May 2010
# of Stations < 50%	6	0	0
# of Stations 50% to 60%	28	13	4
# of Stations 60% to 70%	29	47	45
# of Stations 70% to 80%	7	10	21
# of Stations 80% to 100%	0	0	0

- 94% of Stations Over 60%
- 30% of Stations Over 70%
- Continuing Towards a Higher and Consistent Cleanliness Level for all Stations



# Cleanliness Improvement 2010 Approved Budget

Program	2010 Budget Request	Status
Escalator Cleaning Crew	<ul style="list-style-type: none"> <li>●8 Positions</li> <li>●\$180,000 Equipment/Supplies</li> </ul>	<ul style="list-style-type: none"> <li>●Approved</li> <li>●Program implementation underway</li> </ul>
Cleaning Crews for Waste/Recycle Handling, General Cleaning, Stain and Gum Removal and Station Exterior Cleaning	<ul style="list-style-type: none"> <li>●23 Positions</li> <li>●\$30,000 Cleaning Supplies</li> </ul>	<ul style="list-style-type: none"> <li>●Not Approved</li> </ul>
Capital Construction Cleaning Crew	<ul style="list-style-type: none"> <li>●3 Positions</li> </ul>	<ul style="list-style-type: none"> <li>●Approved, Positions filled and Program Implemented</li> </ul>

● **2010 Cleanliness Target Revised: 72% to 69%**



# Cleanliness Improvement

## 2010 Cleaning Blitz

- All 69 Subway/SRT Stations
- Complete by year end 2010
- Over and above existing scheduled cleaning programs
- 32 Temporary Positions August-December
- Window Cleaning Contract for High Reach Areas (\$30,000)
- Rental of Cleaning Equipment and Vehicles (\$40,000)
- Cleaning Supplies (\$25,000)



# Cleanliness Improvement 2011-2013 Plan

Year	Target	Revised/New Cleaning Program	Workforce Increase
<b>2011</b>	<b>72%</b>	<ul style="list-style-type: none"> <li>●General Cleaning, Waste/Recycle Handling, Station and Gum Removal, Station Exterior</li> </ul>	<ul style="list-style-type: none"> <li>●23 Positions (carried over from 2010 submission)</li> </ul>
<b>2012</b>	<b>76%</b>	<ul style="list-style-type: none"> <li>●General Cleaning, Waste/Recycling and Public Washrooms</li> </ul>	<ul style="list-style-type: none"> <li>●31 Positions</li> </ul>
<b>2013</b>	<b>80%</b>	<ul style="list-style-type: none"> <li>●General Cleaning, Stainless Steel Surfaces, Cove Cleaning</li> <li>●Quality Assurance Officer</li> </ul>	<ul style="list-style-type: none"> <li>●24 Positions</li> </ul>



# Station Ceiling Improvement Plan

January 1 - April 30, 2010

- Ceilings Removed 48 Projects
- Ceilings Reinstalled 33 Projects
- Ceilings Out for 114 Projects

## Improvement Plan

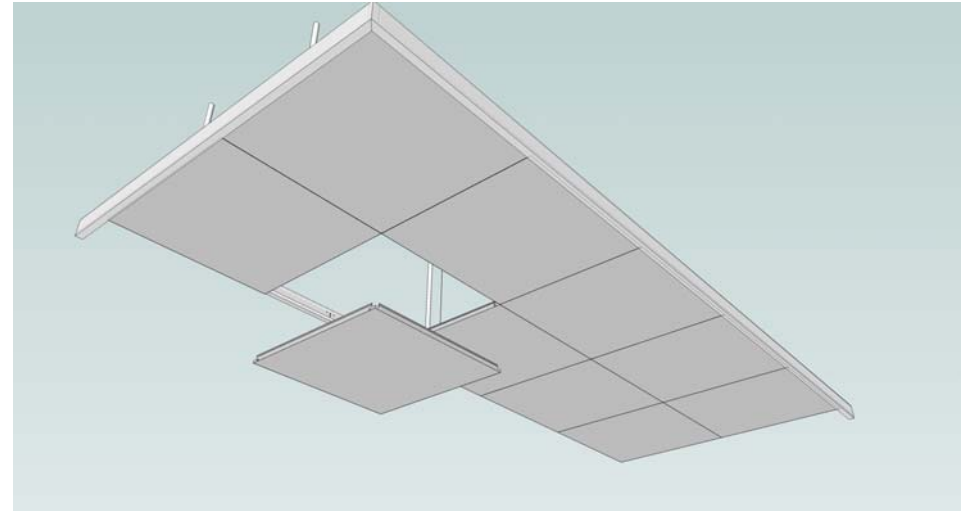
- Capital Budget Foreperson Position Filled June 1, 2010 to Manage Ceiling Program
- Ceiling Slats Installed Clean
- Damaged and Stained Slats Disposed and Replaced with New
- Moratorium on Ceiling Removal June-August
- Maintain Just In Time Removal/Immediate Reinstallation
- New Style Ceiling System





# Station Ceiling Improvement Plan

## New Style Ceiling System



# Floor and Wall Finish Renewal Plan

<b>2008</b>	<ul style="list-style-type: none"><li>● <b>Condition Assessment</b></li></ul>
<b>2009</b>	<ul style="list-style-type: none"><li>● <b>Pilot Project St. George Station</b></li><li>● <b>12 Positions</b></li><li>● <b>Lessons Learned</b></li></ul>
<b>2010</b>	<ul style="list-style-type: none"><li>● <b>6 Year Floor and Wall Finish Renewal Program</b></li><li>● <b>Program Implementation Underway</b></li></ul>



# Floor and Wall Finish Renewal Plan Status

<b>St. George Station</b>	<ul style="list-style-type: none"> <li>●Public Areas Complete</li> <li>●Track Level Wall Repair Underway (November Completion)</li> </ul>
<b>King Station</b>	<ul style="list-style-type: none"> <li>●Wall Grout Replacement and Wall Repair 80% Complete</li> <li>●Structural Repairs Underway</li> </ul>
<b>Spadina Station</b>	<ul style="list-style-type: none"> <li>●Wall Grout Replacement Complete</li> <li>●Structural Repairs Underway</li> <li>●Wall Repair 2011</li> </ul>
<b>Chester Station</b>	<ul style="list-style-type: none"> <li>●Wall Grout Replacement Underway</li> </ul>
<b>Yonge Station, Bay Station</b>	<ul style="list-style-type: none"> <li>●Replacement Block on Order</li> </ul>



# Track Level Wall Cleaning Pilot

## Existing Process

- Power Wash, Hand Scrub From Track Level
- Low Priority for Track Level Access

## Pilot Test Underway

- St. George Station
- Power Wash and Soap from Subway Platform Level on a monthly basis
- Test scheduled for July 2010



# Subway Station Appearance Improvement

## Next Update

- **Cleanliness Audit** **:September 2010**
- **Cleanliness Blitz**
- **Station Ceiling Improvement**
- **Floor and Wall Finish Renewal**
- **Track Level Wall Cleaning Pilot**
- **Commission Meeting** **:January 2011**

