

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: October 19, 2011

SUBJECT: SUBWAY STATION AND VEHICLE CLEANLINESS

INFORMATION ITEM

RECOMMENDATION

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

BACKGROUND

At its meeting of July 14, 2010, the Commission was presented with an update on the Cleanliness Audit Results and Action Plans.

DISCUSSION

Staff will present an update on Subway Station and Vehicle Cleanliness.

September 26, 2011

6-60-355

Attachments: Presentation

Subway Station and Vehicle Cleanliness

Commission Meeting – October 19, 2011



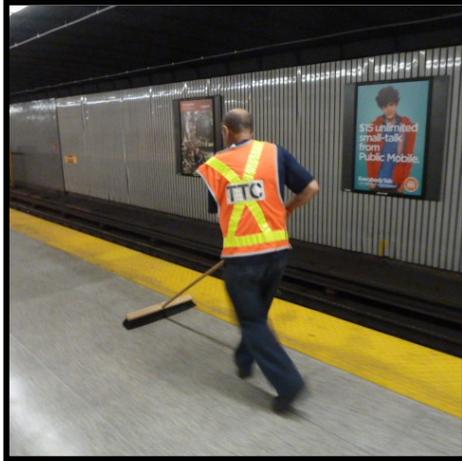
Subway Station & Vehicle Cleanliness

- Cleanliness Programs
 - Subway Stations
 - Subway/SRT Fleet
 - Streetcar Fleet
 - Bus Fleet
- Audit Process and Results
- Cleanliness Improvement Initiatives
 - Subway Stations (incl. Station Finishes)
 - Revenue Vehicle Fleets
- Moving Forward



Cleanliness Programs - Subway Station

Daily Scheduled Cleaning Activities



Sweeping

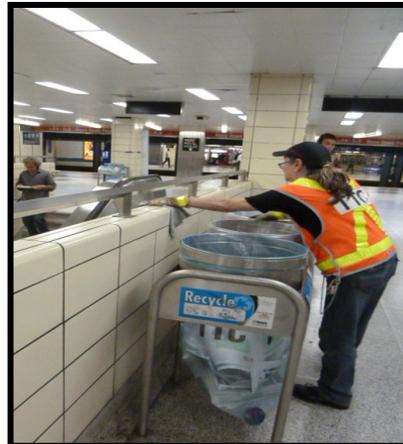


Waste Handling



Graffiti Removal

**Dusting
Spill Clean Up
Stainless Steel
Cleaning**



**Washroom
Cleaning &
Restocking**

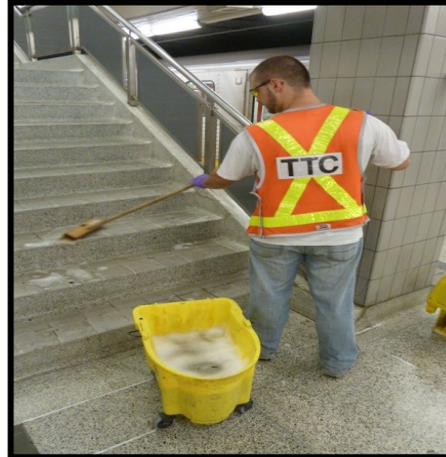


Cleanliness Programs - Subway Station

Specific Cleaning Programs



Weekly Floor Scrubbing



Bi-weekly Stair Washing



Monthly Power Washing

**Annual Wash
Bi-annual Relamp**



Tri-annual Ceiling Cleaning



Cleanliness Programs - Subway Fleet

**Daily
Sweep &
Dust**



**Weekly
Exterior
Wash**



Every 22 Days – Minor Clean

- Interiors – windows, walls, anti-draft panels, graffiti, floor scrubbing, gum deposits, stanchions, hand rails

Every 66 Days – Major Clean

- Minor Clean plus ceilings, HVAC vents, detail cab cleaning and vehicle exterior ends



Cleanliness Programs - Streetcar Fleet

**Daily
Sweep &
Dust**



**Weekly
Exterior
Wash**



Every 19 Days

- Floor Wash

Every 70 Days – Minor Clean

- Interiors – windows, walls, graffiti, floor scrubbing, gum deposits, stanchions, hand rails, passenger seats

Annual – Major Vehicle Clean



Cleanliness Programs - Bus Fleet

**Daily
Sweep,
Dust &
Vacuum**



**Daily
Exterior
Wash**



8 Week Cycle – Heavy Clean

- Interior Ceilings, Windows, Side Panels, Seat Backs, Stanchions, Doors, Floors



Cleanliness Audit Process Objective

- Measurable
- Consistency Between Audits
- Independent/Unbiased
- Identify and Plan Specific Areas for Improvement



Audit Standards

Industry Standard Guidelines for Buildings

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

No Industry Standard Guidelines for Public Transportation Vehicles

- TTC has defined its own initial standard



Audit Rating System

General Definitions

Level 5		100%	Spotlessness
Level 4		80%	
Level 3		60%	
Level 2		40%	
Level 1		20%	Neglect



Audit Rating System

Subway Station Walls

5	4	3	2	1
<p>Wall Cleaning is at the highest level. They are bright and clean with little sign of dirt.</p>	<p>Walls show some sign of dust. General spot cleaning will raise the level.</p>	<p>Walls have slight build up of dirt and are slightly under acceptable levels.</p>	<p>Walls show a lot of dirt and look like they have not been cleaned for some time.</p>	<p>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.</p>
				



Audit Rating System

Revenue Vehicles – Floor (Newspapers)

5	4	3	2	1
<p>Subway car is free from newspapers.</p> 	<p>There are 1-9 newspapers in the car.</p> 	<p>There are 10-14 newspapers in the car.</p> 	<p>There are 15 -19 newspapers in the car.</p> 	<p>Subway car has 20 newspapers or more and needs to be cleaned.</p> 



Audit Targets

ASSET	CLEANLINESS TARGET
Subway Stations	80% (Developer Office Buildings)
Subway Cars	70% (Average Throughout Day)
Streetcars	70% (Average Throughout Day)
Buses	70% (Average Throughout Day)



Audit Results Subway Stations

February 2008	59%	Initial Audit
February 2009	62%	Ceiling Slat Cleaning, Light Fixture Cleaning Power Wash Garbage Holding Area Recycle & Waste Containers Installed at Subway Platform
May 2010	67%	Revised Work Scheduling & Supervision, Capital Project Cleaning, Escalator Cleaning, Cleaning Blitz
September 2011	70%	Continuous Improvement of Existing & New Cleaning Programs

Next Audit – December 2011

Frequency - Quarterly



Audit Results

Subway Stations

AVERAGE RATING	FEBRUARY 2008	SEPTEMBER 2011
# of Stations < 50%	6	0
# of Stations 50% to 60%	28	1
# of Stations 60% to 70%	29	36
# of Stations 70% to 80%	7	33
# of Stations 80% to 100%	0	0

Higher and More Consistent Cleanliness Level for all Stations



Audit Results

Subway, Streetcar & Bus Fleets

Initial Audit – August 2011

	Subway	Streetcar	Bus
- Prior Service	71%	69%	70%
- Afternoon Service	57%	49%	63%
- End of Service	57%	49%	61%
- Average Throughout Day	62%	56%	65%

Next Audit – November/December 2011

Future Audits - Quarterly



Improvement Initiatives - Subway Stations

Escalator Cleaning Program

Before



After



- 215 of 297 escalators cleaned to date
- After Initial Clean finished, 6 month cleaning cycle is anticipated

Improvement Initiatives - Subway Stations

Cleaning Blitz (April – October)



- 2nd year of program
- Weather Dependent Activities
- Stain Removal



Improvement Initiatives - Subway Stations

Ceiling Improvement Program

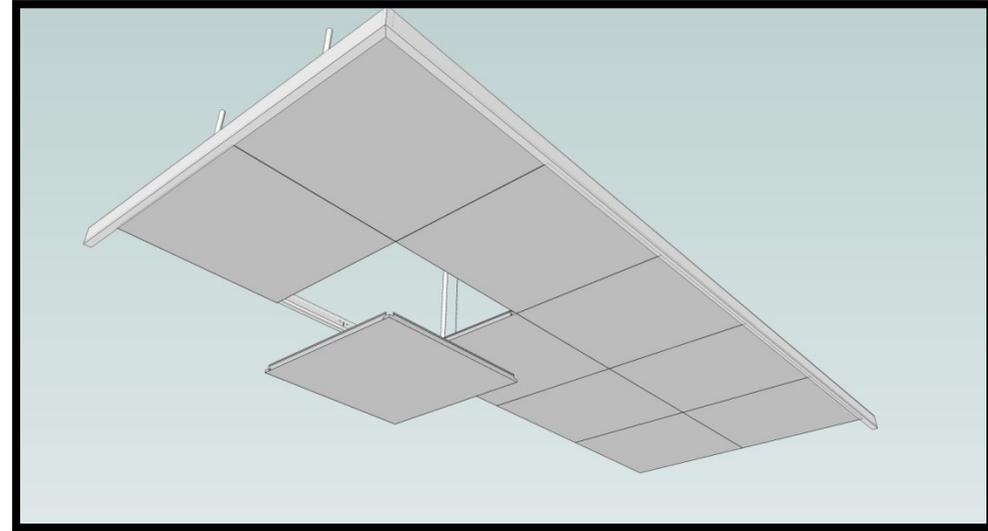


- **Ceiling Removed/Reinstalled for Maintenance & Construction activities**
- **100 – 200 Locations/Year**
- **Just in Time Removal/Immediate Reinstallation**
- **Damaged/Stained Ceiling Replaced**
- **Ceiling Power Washed/Shrink Wrapped for Storage**



Improvement Initiatives - Subway Stations

New Style Ceiling System



- Less Ceiling to be Removed
- More Efficient Removal and Reinstallation
- Dufferin Station Underway

Improvement Initiatives - Subway Stations

Wall Tile & Grout Replacement



Before



After

YEAR END 2011

St. George *

Chester

King

Spadina *

Yonge

Bloor/Yonge Washrooms

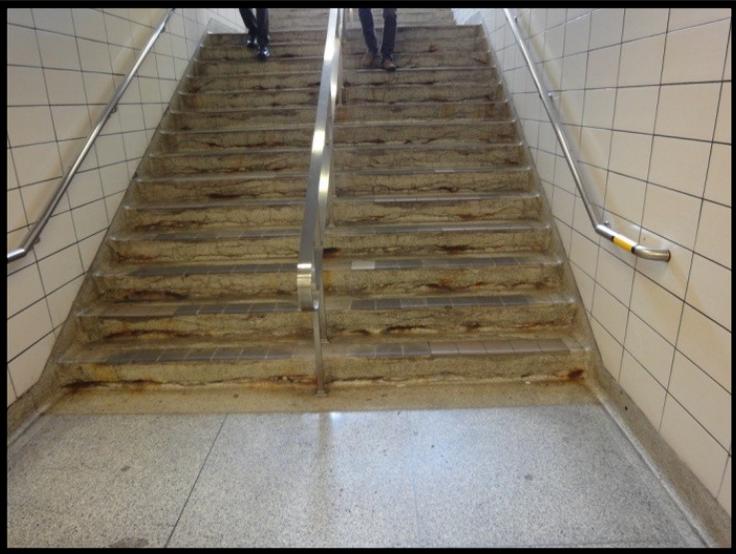
* Includes grout replacement



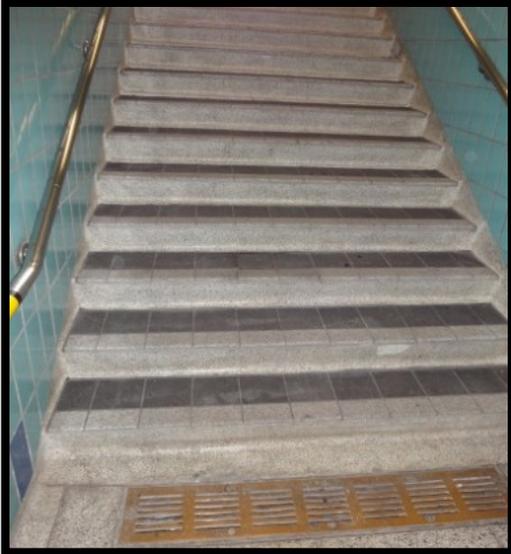
Improvement Initiatives – Subway Stations

Stair Rebuild

Deteriorated



Rebuilt



2010	-	7 Stairs
2011	-	10 Stairs
2012 Plan	-	12 Stairs



Improvement Initiatives - Subway Car

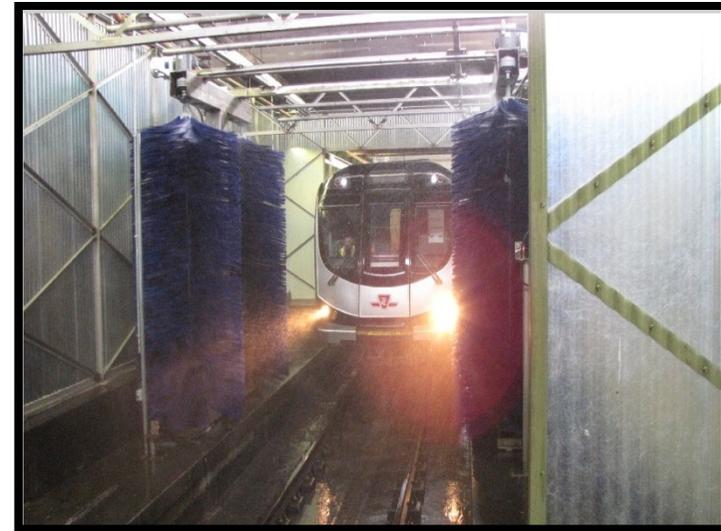
End of Line Cleaning

- Transfer daily cleaning (sweep, dust, spot mop) from rail yards to one end terminal subway station on each line in 2012
 - Frequency of Cleaning Increased
 - Debris & Newspapers Picked Up Continually While In Service
 - Spill Clean Up In Service (e.g. coffee)



Improvement Initiatives - Subway Car Exterior Wash

- Replacement of 40 year old wash rack equipment at Wilson and Greenwood is now complete.
 - Reliability/Availability of wash rack increased.



Moving Forward

- Explore Contracting Out Opportunities
- Utilize Cleanliness Audit to Focus Resources on Weak Areas
- Design Subway Stations and Vehicles to Ensure Efficient and Effective Cleanability

