



Cleaning and Repair Standards Update

Brian Funk | Chief Operating Officer



Cleaning and Repair Standards Overview

- **May 2023:** Minnesota Statute 473.412 passed into law
 - Required that the Metropolitan Council adopt standards on cleanliness and repair of transit vehicles and stations, including:
 - cleaning requirements for transit stations and vehicles
 - strategy for discovering and removing vandalism and graffiti, or other defacement to transit stations and vehicles
 - proposal for the timely repair of damage to transit stations and transit vehicle fixtures, structures, or other property
 - any other cleanliness standards necessary to provide a quality ridership experience for all transit users.
 - Required that the Met Council must provide information on the council's website on how the council solicits public feedback on cleanliness and rider experience at transit stations and on transit vehicles.
 - Required a new annual legislative report, due in October

Cleaning and Repair Standards Overview

- **September 2023:** Adopted Standards through Metropolitan Council
 - Includes cleaning interval minimums, inspection minimums, methods for timely removal of graffiti and vandalism, methods for timely repair of damages impacting the customer experience and methods to measure and report on our activities.
- **September 2023:** Submitted first Cleaning and Repair Standards Report
- **September 2024:** Submitted second annual report

Cleaning and Repair Standards Report

- Total expenditures for cleaning and repairing transit stations and transit vehicles;
- frequency, type, and location of repairs;
- whether specific transit stations needed a higher proportion of cleaning or repairs and detail the council's strategy to resolve identified and persistent concerns at those locations;
- recommendations to address workforce challenges for the implementation and maintenance of cleanliness and repair standards adopted by the council, including whether the council-maintained agreements with third-party services for cleaning and repair;
- whether the council has adopted preventative measures against vandalism or graffiti; and
- any recommendations for additions to the transit rider code of conduct



Public Feedback Update

- **February 2024:**
 - New, consistent signage at all light rail, bus rapid transit station and transit centers
 - Updated internal process for receiving and assigning reported issues
 - Renewed engagement by non-maintenance staff
- **January though June 2024 Feedback:**
 - 1,400+ public facilities issues
 - 900+ vehicle issues
- **Public Engagement Activities**



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Cleanliness and Facilities Form

Use this form to report issues or concerns with cleanliness at facilities or on Metro Transit vehicles or property.

* = Required Field

Details of issue or incident

Shelter damage *

BOARDING LOCATION / STOP NUMBER
U.S. Bank Stadium Station, Track 1 side

COMMENTS / DESCRIPTION OF ISSUE OR
Broken shelter window

Need Help?

Cleaning and Repair Workorders (January – June 2024)

Asset Type	Issue Type	Total thru Q2
Public Facilities	Litter/Cleaning	485
	Broken Glass	348
	Biohazards	274
	Graffiti/Vandalism	118
	Heat/Light Repair	81
	Other Repairs	150
Facilities Total		1,456

Bus	Graffiti/Vandalism	82
	Biohazards	320
Light Rail Vehicle	Graffiti/Vandalism	113
	Biohazards	404
Vehicles Total		919

Cleaning Metrics (January – June 2024)

Clean Type	Asset Type	Standard Interval	% Compliance	Average Interval
Routine	LRT Station	Daily	91%	9.5 times/wk
	Northstar Station	Daily	50%	5.7 times/wk
	BRT Stations	Daily	100%	12.5 times/wk
	ABRT Stations	Daily	32%	5.7 times/wk
	Transit Centers	Daily	79%	10.9 times/wk
	Park & Ride	Every 2 days	100%	4.3 times/wk
	Bus Shelter	Weekly	94%	1.2 times/wk

Repair Metric Highlights (January – June 2024)

Vehicle Type	Graffiti Workorders	% addressed within 1 day
Bus	82	90%
Light Rail Vehicle	113	99%

Facility Type	Graffiti Workorders	% addressed within 7 days	Average removal time
LRT Station	38	90%	2.9 days
BRT Station	5	100%	1.6 days
ABRT Station	20	95%	2.8 days
Bus Shelter	52	92%	2.1 days

Facility Type	Broken Glass Cleanups	Average cleanup time	Average replacement time
LRT Station	291	< 1 day	4.2 days
BRT Station	24	< 1 day	4.3 days
ABRT Station	110	< 1 day	3.1 days
Bus Shelter	412	< 1 day	4.0 days

Additional cleaning initiatives

Listening House WORK NOW participants



Figure 8: New bus seats



Additional LRV Cleaners



Figure 9: On-Route Bus Cleaning at Transit Centers



Sample of initiatives to deter damage

Figure 11: Lake St/Midtown Station Interior Before Anti-Graffiti Wallpaper Installed



Figure 12: Lake St/Midtown Station Interior After Anti-Graffiti Wallpaper Installed



Figure 13: Crossing House Mural on Graffiti-Prone Surface



Figure 15: Broken Shelter Glass



Figure 16: Bus Shelter Art Cling to Deter Glass Breakage



