



Cleaning & Repair Standards

A Report to the Minnesota Legislature

February 2026



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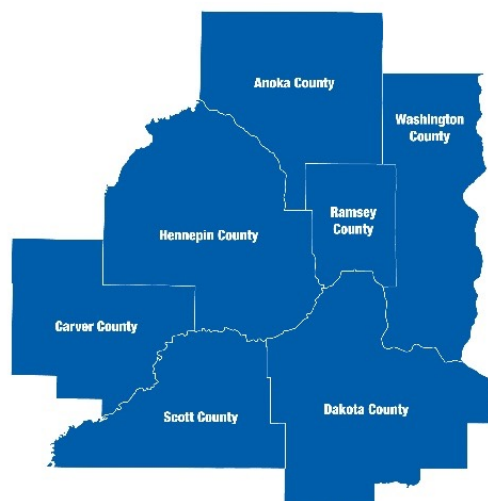
Transit Cleaning & Repair Standards: A Report to the Minnesota Legislature

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The Metropolitan Council is the regional planning organization for the seven-county Twin Cities area. The Met Council operates the regional bus and rail system, collects and treats wastewater, coordinates regional water resources, plans and helps fund regional parks, and administers federal funds that provide housing opportunities for low- and moderate-income individuals and families. The 17-member Council board is appointed by and serves at the pleasure of the governor.

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Background

About this Report

The Transit Cleaning & Repair Standards report is submitted annually to the Minnesota Legislature to satisfy the requirements of Minnesota Statutes, section 473.412, which requires the Metropolitan Council to adopt standards on cleanliness and repair of transit vehicles and stations and submit a report on Feb. 15 each year on transit cleanliness and the ridership experience to the chairs and ranking minority members of the legislative committees with jurisdiction over transit policy and finance.

The Council also submits a Transit Safety & Rider Experience Report by Feb. 15 each year, consistent with Minnesota Statutes, section 473.4077, and describes the Council's overall efforts to increase transit safety and improve the rider experience.

Legislative Report Requirements

The Transit Cleaning & Repair Standards report includes all the requirements outlined in Minnesota Statutes, section 473.412.

473.412 METRO TRANSIT CLEANING AND REPAIR STANDARDS; REPORT REQUIRED.

Subdivision 1. **Definitions.**

- (a) For purposes of this section, the following terms have the meanings given.
- (b) "Cleaning" means the removal of litter, refuse, food, glass, bodily fluids, offensive odors, or other debris.
- (c) "Graffiti" has the meaning given in section 617.90, subdivision 1.
- (d) "Transit station" means a wholly or partially enclosed structure provided for public use as a waiting area in conjunction with light rail transit, bus rapid transit, or regular route transit and includes any property, structures, fixtures, equipment, appurtenances, improvements, heating elements, lighting, fare collection, or any other property that is owned, leased, held, or used for the purpose of providing and supporting public transit.
- (e) "Transit vehicle" means light rail transit trains, bus rapid transit vehicles, buses servicing regular route intervals, or any other vehicle owned or operated by a public entity for the purpose of providing public transit.
- (f) "Vandalism" means a person defacing, marring, damaging, removing, injuring, displacing, destroying, or tampering with any transit facility or transit vehicle equipment, property, structures, fixtures, or appurtenances.

Subd. 2. **Standards established.**

- (a) The Metropolitan Council must adopt standards on cleanliness and repair of transit vehicles and stations. To the extent practicable, the standards must address:
 - (1) cleaning requirements for transit stations and vehicles operated by the council;
 - (2) a strategy for discovering and removing vandalism, graffiti, or other defacement to transit stations or vehicles operated by the council;
 - (3) a proposal for the timely repair of damage to transit stations and transit vehicle fixtures, structures, or other property used for the purpose of supporting public transit; and
 - (4) any other cleanliness standards necessary to provide a quality ridership experience for all transit users.
- (b) The Metropolitan 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. The council must post conspicuous notice of the public feedback options at each light rail transit station and bus rapid transit station operated by the council.

Subd. 3. **Report required; cleaning standards and expenditures.**

- (a) Annually by February 15, the Metropolitan Council must report to the chairs and ranking minority members of the legislative committees with jurisdiction over transit policy and finance on transit cleanliness and the ridership experience.

(b) The report under paragraph (a) must provide information on the council's cleanliness standards required under subdivision 2, including whether the council adopted new cleanliness standards or revisions to current cleanliness standards. A report prepared under this subdivision must include information gathered from the required public feedback on cleanliness and rider experience required in subdivision 2, paragraph (b). The council must consider and recommend revisions to cleanliness standards based on the collection of public feedback and must summarize feedback received by the council in the report.

(c) A report submitted under this subdivision must include:

- (1) the total expenditures for cleaning and repairing transit stations and transit vehicles;
- (2) the frequency, type, and location of repairs;
- (3) 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;
- (4) 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; and
- (5) whether the council has adopted preventative measures against vandalism or graffiti.





Executive Summary

Metro Transit made significant progress on cleaning and repairs in 2025. A few highlights include:

- **Maintenance of three new bus rapid transit (BRT) lines.** Three new BRT lines opened in 2025 (METRO Gold, B, and E lines), adding many new stations to maintenance schedules.
- **Expanded on-route vehicle cleaning programs.** The programs supporting on-route cleaning of BRT and light rail trains between trips at terminals were expanded in 2025, supplementing the daily cleaning of all vehicles at maintenance facilities at the end of service.
- **Growing maintenance staffing.** The number of positions directly related to cleaning and repair of transit vehicles and stations has increased by 25% during the past 2 1/2 years. The 2026 budget funds hiring to support an enhanced maintenance service level for the existing system and for the METRO Green Line Extension.
- **Strategies to deter vandalism and graffiti.** A variety of strategies were implemented in 2025 to deter vandalism and graffiti at stations, including installing new public art murals, expanding supplemental security officer presence, and designing major capital improvements at Franklin Avenue and Lake Street/Midtown stations.
- **New systems to manage cleaning and repairs.** In 2025, the Council completed the procurement of a new Enterprise Asset Management System to modernize how Metro Transit plans, tracks, and reports on cleaning and repairs. Procurement is also underway for a new Customer Relationship Management system to manage and track reported issues. Implementation for both systems will begin in 2026.

Documentation of Standards

Legislative Requirement: *The standards must address cleaning requirements for transit stations and vehicles operated by the council; a strategy for discovering and removing vandalism, graffiti, or other defacement to transit stations or vehicles operated by the council; a proposal for the timely repair of damage to transit stations and transit vehicle fixtures, structures, or other property used for the purpose of supporting public transit; any other cleanliness standards necessary to provide a quality ridership experience for all transit users.*

Legislative Requirement: *The report under paragraph (a) must provide information on the council's cleanliness standards required under subdivision 2, including whether the council adopted new cleanliness standards or revisions to current cleanliness standards.*

Legislative Requirement: *The council must consider and recommend revisions to cleanliness standards based on the collection of public feedback and must summarize feedback received by the council in the report.*

On Sept. 27, 2023, the Metropolitan Council authorized Metro Transit staff to develop cleaning and repair standards for stations and vehicles as required by Minnesota Statutes, section 473.412, including procedures for cleaning at defined minimum intervals, procedures for inspections at defined minimum intervals, methods for timely removal of graffiti and vandalism, methods for timely repair of damages most impactful to the customer experience, and methods to measure and report on cleaning and repair activities. Consistent with the statute, the Council submitted previous [Cleaning & Repair Standards Reports](#) in September 2023 and September 2024.

The current Cleaning & Repair Standards are attached in Appendix A and address:

1. Cleaning
2. Inspections
3. Removal of graffiti and vandalism
4. Repair of damages most impactful to the customer experience, focused on the following priorities:
 - o Broken glass
 - o Heating & lighting
 - o Damages due to car crashes
 - o Elevators
5. Methods to measure and report on cleaning and repair activities

Since the 2024 report, changes to the Cleaning & Repair Standards in Appendix A include a new performance metric on elevator up-time. Standards related to Northstar Commuter Rail stations and vehicles were removed following the transition of Northstar service to bus service effective Jan. 5, 2026.

Public Feedback

Legislative Requirement: *The Metropolitan 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. The council must post conspicuous notice of the public feedback options at each light rail transit station and bus rapid transit station operated by the council.*

Legislative Requirement: *A report prepared under this subdivision must include information gathered from the required public feedback on cleanliness and rider experience required in subdivision 2, paragraph (b).*

Reported Issues

Consistent with Minnesota Statutes, Section 473.412, Metro Transit has signage at each light rail station, bus rapid transit station, and transit center with details on how the public can provide feedback on situations that require cleaning or repair. An example of the signage is shown in Figure 1. Signs were installed at METRO stations and transit centers as of Feb. 1, 2024, consistent with 2023 legislation. Signs were added in 2025 to new BRT stations with the opening of METRO Gold, B, and E lines. In 2026, temporary decals at bus rapid transit stations will be replaced with permanent signs.

Both the QR code on the signs and at the Metro Transit website link to a webpage, metrotransit.org/contact-us, which directs customers to submit feedback via phone, chat, text, email, or by online form. Metro Transit has posted the same information on interior cards in all buses and light rail trains. In 2025, a more prominent “report a problem” link was added to the metrotransit.org home page (Figure 2), making it easier for customers to navigate the website to report issues.



Figure 1: Report Problems Sign

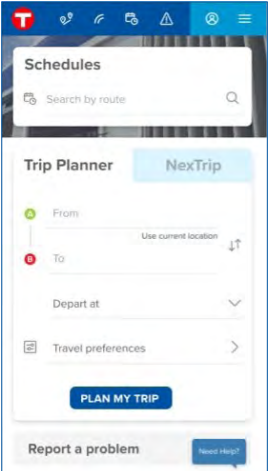


Figure 2: Customers can “report a problem” at metrotransit.org

A variety of personnel report issues every day, including bus operators, train operators, supervisors, Transit Rider Investment Program (TRIP) Agents, supplemental security officers, and safety ambassadors. Metro Transit has also continued an effort called Great Day in Transit (GDIT), a once-a-month activity where employees can volunteer for shifts across the system. Staff participating in GDIT report facility repair needs, along with connecting with customers, assisting with fare payment, and greeting frontline staff. [Adopt-a-Stop](#) volunteers also regularly report special maintenance needs and vandalism or suspicious activity; the number of adopted stops has grown to 839 transit stops and stations as of December 2025.

Since early 2024, Metro Transit has continued to streamline the process for routing and responding to reported facilities issues, resulting in quicker dissemination of issues to responsible departments. Further improvements are underway with implementation of new business systems for reporting and tracking customer issues and for managing work orders.

From January to December 2025, Metro Transit maintenance divisions created work orders resolving issues reported by either the public or employees for more than 3,100 public facilities issues and 200+ graffiti/vandalism issues on vehicles. (This only includes reported issues, and many more issues are regularly addressed through routine cleaning and repair activities.) See Table 1 and Table 2. Litter/cleaning, biohazards, and broken glass were the most commonly reported public facilities issues; public facilities include METRO stations, bus shelters, Park & Rides, and transit centers.

Table 1: Number of Reported Public Facilities Issues Work Orders in 2025

Type of Issue	Total
Litter/Cleaning	883
Biohazards	707
Broken Glass	567
Heating/Lighting Repair	437
Graffiti/Vandalism	203
Other Repairs	460
Total	3,146

Table 2: Number of Reported Graffiti/Vandalism Issue Work Orders on Vehicles in 2025

Location of Issue	Total
Bus	137
Light Rail Train	90
Total	227

Customer Surveys

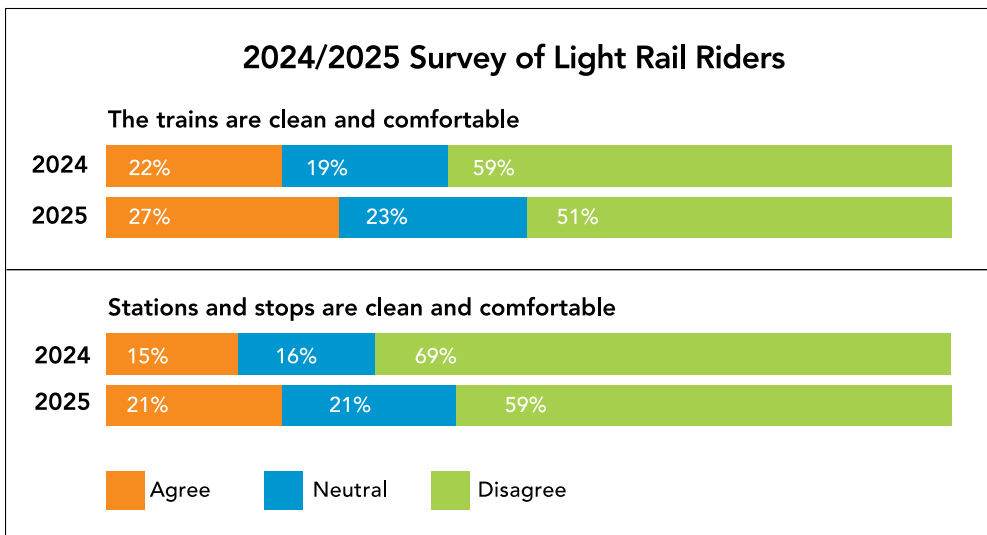
In late Fall 2024, Metro Transit conducted its annual customer satisfaction survey (for which results were available in 2025). These results showed that respondents were equally likely to find buses and trains clean and comfortable as in Fall 2023, and slightly more likely to find stations and stops clean and comfortable. Additionally, most participants agreed that they knew how to report a problem to Metro Transit, a 9% increase from Fall 2023.

In Spring 2025, Metro Transit deployed a new survey to more than 1,600 bus riders. Most bus respondents agreed that buses were clean and provided a comfortable environment. When asked which areas of service are most important, bus riders selected comfort (comfortable journey, cleanliness) fifth most often, after availability, time, security, and information.

Metro Transit also conducted a similar survey for the second year with more than 1,000 light rail customers. Most light rail respondents did not agree that light rail vehicles or stations were clean and comfortable. However, a greater share of respondents agreed with these statements than in 2024 (see Table 3). Light rail customers selected comfort as a top service priority fourth most often, after security, availability and reliability, after security, availability and reliability.

Metro Transit riders also answer survey questions on cleanliness while onboard via [Transit App](#), a mobile app that helps users find nearby transit stops and routes, plan transit trips, and navigate their transit trips with real-time tracking. Once a user is on a trip and clicks Go!, the app has a feature called Rate-My-Ride that asks the user quick, simple questions about their current transit trip. During 2025, the question “How clean are the surfaces inside this vehicle?” was answered over 90,000 times via Rate-My-Ride users. Nearly 90% of answers for both bus and rail customers indicated the vehicle was “spotless” or “not bad,” while 10% said it needed cleaning. Stops and stations fared slightly worse with about 20% of answers being “needs cleaning.”

Table 3: 2024 vs 2025 survey results



Cleaning

Vehicle Cleaning

The programs supporting on-route cleaning of METRO light rail and bus rapid transit vehicles between trips at terminals were expanded in 2025, supplementing the daily cleaning of all vehicles at maintenance facilities at the end of service. For on-route cleaning of BRT vehicles, staffing was increased from six FTEs in 2024 to nine FTEs in 2025, and a fourth BRT terminal at Smith Parking Ramp in downtown St. Paul was added to the program to serve Gold Line vehicles. On-route cleaning was also provided to about 2,500 buses for selected event service at Union Depot. In total, more than 23,000 buses were cleaned as part of the on-route cleaning program. The on-route cleaning program for light rail cars saw staffing increases which allows all vehicles to be cleaned between trips 16 hours per day seven days per week. A cleaning audit protocol ensures cars are cleaned in a consistent and acceptable manner. There are plans to support additional platform(s) upon the opening of the Green Line Extension in 2027.

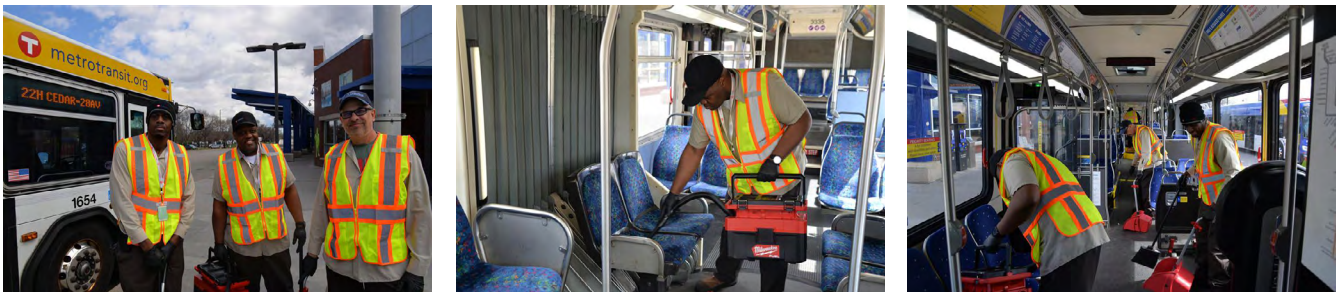


Figure 3: On-Route Bus Cleaning at Transit Centers

Facilities Cleaning

Three new METRO lines opened in 2025 (Gold Line, B Line, and E Line), adding many new stations to maintenance schedules. Nearly 60 Public Facilities Workers clean public facilities throughout the week. Their work includes routine cleaning, pressure-washing, biohazard removal, graffiti removal, broken glass clean-up, operator restroom cleaning, and snow removal. During 2025, this group completed more than 130,000 work orders for cleaning activities and on average cleaned more than 800 shelters and stations per week, similar to 2024 levels of cleaning, despite having both fewer workers than in 2024 and more METRO stations requiring daily cleaning. A focus on hiring for these positions continues, and a second maintenance facility to house this growing team and their equipment is opening in early 2026. Improvements have been made to more efficiently deploy staff across the system, providing supervisors with weekly reports on the frequency of cleaning by location. Despite having fewer workers than in 2024, more shelters and stations received a deep cleaning (pressure-washing) in 2025 than in 2024.



Figure 4: Pressure Washing a Bus Shelter

Vandalism & Graffiti

Legislative Requirement: *the report must include whether the council has adopted preventative measures against vandalism or graffiti.*

Anti-graffiti clings are standard on vehicle windows and make it easier to remove graffiti and etching. Clear polycarbonate material and perforated metal panels are currently being tested in shelters and stations to deter graffiti and glass breakage.

Metro Transit is successfully using public art to deter graffiti and vandalism.

- Anti-graffiti repeating-pattern vinyl wallpapers designed by artists have been installed on several interior walls, including Central Station Skyway in 2025, Franklin Avenue Station in 2024, and Lake Street/Midtown Station in 2023. See Figure 5 and Figure 6.
- Painted murals have also been successfully implemented to deter graffiti. Six signal or communications houses that were frequent targets of graffiti have received painted murals since 2023, and a painted mural was installed on the interior walls of the Woodlane Station Park & Ride in 2025. Anti-graffiti coating on painted surfaces makes it easy to remove graffiti when it does occur. See Figure 7.
- Bus shelter art clings have been installed at locations with frequent glass breakage and have been shown to reduce glass breakage. Metro Transit has an ongoing program to rotate art clings at 25-30 shelters per year. See Figure 9. Currently, there are 24 shelters with art clings as part of this program. In addition, shelter art clings have been installed on B and D Line shelters through partnerships with Walker Art Center, Juxtaposition Arts, and Rondo Community Land Trust.

A Light Rail Platform Study was completed in late 2024. The study uses Crime Prevention Through Environmental Design (CPTED) as a framework to determine how the built environment at stations relates to crime, vandalism, and non-transit activities. The study identifies best practices from transit research databases and peer agencies that improve safety through clear sightlines, ease of maintenance, and activity support at stations, including specific recommendations for reducing vandalism, graffiti, and broken glass. Elements that are identified in this study include vandalism-resistant amenities, limited access points, CCTV, real-time communication, seating and shelters, facilities for frontline staff, elevators, heaters, and trash receptacles. To realize the full potential of efforts across the system, implementation of these design measures will be incremental to ensuring the right balance of investment in these initiatives with other investments in public safety. Additionally, design measures will be prioritized and implemented strategically in ways that support system-wide staff presence efforts.

Metro Transit is deploying layers of staff [presence](#) at stations and on vehicles to deter behavior that results in damage and excessive cleaning requirements. These layers of presence include police officers, community service officers, TRIP Agents, and an expanded program for contracted supplemental security officers. [Adopt-a-Stop](#) volunteers also regularly report special maintenance needs and vandalism or suspicious activity.

Appendix A provides details on the standards and preliminary metrics for graffiti removal activities.



Figure 5 and 6: Franklin Avenue Station Interior Before and after Anti-Graffiti Wallpaper install



Figure 7: Communications House with Painted Mural



Figure 8: Broken Shelter Glass



Figure 9: Bus Shelter Art Cling to Deter Glass Breakage

Repairs

Legislative Requirement: *the report must include the frequency, type, and location of repairs.*

The cleaning and repair standards address the repair of four types of damages that most effect customer experience:

- **Repair of Broken Glass:** From January to December 2025, 2,170 work orders to clean up broken glass (both broken shelter window glass and other broken glass on the ground) and 994 work orders to replace broken glass were completed by Public Facilities. Four of five work orders occurred at bus shelters and light rail stations. A new master contract for replacement glass purchases is being developed to better manage glass stock and speed repair times.
- **Repair of Broken Heating/Lighting:** From January to December 2025, 167 work orders for broken heating/lighting by Public Facilities were completed. Inspections of all standard shelters and most bus rapid transit shelters were also completed in 2025, including functionality of heating/lighting equipment.
- **Repair of Damages due to Car Crashes:** From January to December 2025, 12 standard bus shelters and eight bus rapid transit stations were repaired after major damages primarily caused by car crashes. To reduce the time it takes to repair BRT platforms, in 2025, Facilities Maintenance technicians received training by the shelter manufacturer on how to repair and replace arterial bus rapid transit shelters, which are larger and more complicated structures to repair than standard bus shelters.
- **Repair of Elevator Outages:** Metro Transit began testing a new elevator monitoring system in summer 2024 to provide real-time notification of elevator failures and faster identification of issues for repair. From January to December 2025, Public Facilities elevators were functional 97% of the time. The locations with the most frequent elevator outages were the Blue Line's Franklin Avenue and Lake Street/Midtown stations, and the Green Line's West Bank LRT Station, which are among the highest ridership stations with elevators.

See Appendix A for performance metrics and information about the types of locations for these repairs.

Strategies for High-Maintenance Stations

Legislative Requirement: *the report must include 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.*

Maintenance requirements for transit stations and shelters vary depending on type of infrastructure, ridership, and activity at the station and in the surrounding area. Table 4 shows locations with the most reported issue cleaning work orders in 2025. This is a snapshot of the types of locations requiring a high proportion of cleaning and repairs. Metro Transit deploys maintenance staff and contractors to perform cleaning & repair activities where they are most needed. Stations requiring the most cleaning receive more frequent cleaning visits.

Factors that influence cleaning requirements include:

- **Facility Size.** Light rail stations have the largest platform areas and require more maintenance than arterial bus rapid transit platforms or bus shelters. Transit centers have multiple shelters/stations, operator restrooms, and typically higher ridership.
- **Indoor Spaces.** Facilities with vertical circulation, elevators, or other indoor spaces require more maintenance both because they are larger facilities and because indoor spaces tend to attract more non-transit uses.
- **Special Events.** Special events require more maintenance than typical days, and Metro Transit deploys additional cleaning staff to stations at stadiums on game days.
- **Ridership.** Locations with higher ridership typically require more maintenance because there are more people. Locations with low ridership and less foot traffic, however, can also make it easier for people to use transit facilities for non-transit activities, leading to more maintenance needs.
- **Non-Transit Activity.** Locations with large numbers of people using a facility for purposes other than getting on or off transit vehicles require more cleaning.

Metro Transit is deploying [layers of presence](#) at stations and on vehicles to deter behavior that results in damage and excessive cleaning requirements. These layers of presence include police officers, community service officers, TRIP Agents, and supplemental security officers. The presence of personnel at stations enhances safety for customers, enhances safety for maintenance staff, and deters excessive damage and litter. With the expanded contract that began in December 2025, 15 locations are covered by supplemental security for 22-24 hours a day; additional locations are visited by supplemental security personnel at the end of each service day. Most stations requiring the most reported issue clean work orders in 2025 (see Table 4) also have supplemental security presence.

Table 4: Stations with Highest Number of Reported Issue Clean Work Orders (2025)

Station Location	Facility Attributes	Supplemental Security Presence (2025)	Supplemental Security Presence (2026)
46th Street Station (Blue Line)	Light rail, transit center	8 hours / day (started June 2025)	20 hours / day
Brooklyn Center Transit Center	Transit center, indoor	8 hours / day	20 hours / day
Central Station (Green Line)	Light rail	13 hours / day	18 hours / day
Columbia Heights Transit Center	Transit center, indoor		
Dale Street Station (Green Line)	Light rail		20 hours / day
Franklin Avenue Station (Blue Line)	Light rail, indoor, elevator	24 hours / day	24 hours / day
Government Plaza Station (Blue/Green Line)	Light rail		
I-35W & Lake Street Station (Orange Line)	Bus rapid transit, indoor, elevator	20 hours / day	20 hours / day
I-35W & 46th Street Station (Orange Line)	Bus rapid transit, indoor, elevator		at closing
Lake Street/ Midtown Station (Blue Line)	Light rail, indoor, elevator	24 hours / day	24 hours / day
Mall of America Station (Blue Line)	Light rail, transit center, indoor, elevator		
Maplewood Mall Transit Center	Transit center, indoor, elevator to parking		at closing
Target Field Station (Blue/Green Line)	Light rail, indoor, elevator		
Union Depot Station (Green Line)	Light rail		
West Bank Station (Green Line)	Light rail, indoor, elevator		at closing

Major station renovations are planned for Lake Street/Midtown Station and Franklin Avenue Station. Station renovations offer the greatest opportunity to improve station design and incorporate lessons learned and feedback from a variety of stakeholders. Both projects will provide more consistent and reliable access for all users by adding a pedestrian ramp from the street level to the station, new elevators, and redesigned stairways. The stations will be made easier to maintain by adding more functional workspaces and limiting glass; for example, by replacing existing shelters with overhead canopies and using newer, more durable materials. Entrances and station components will be reoriented, improving sight lines, wayfinding, and bus connections. Lake Street/Midtown Station adds a customer service center, and Franklin Avenue Station will be the site of a police workspace, both of which will increase staff presence at the stations and support safe transit activity. These projects are planned to be under construction in 2027.

Expenditures

Legislative Requirement: the report must include the total expenditures for cleaning and repairing transit stations and transit vehicles.

Cleaning and repair of transit stations and vehicles are part of Metro Transit’s overall maintenance programs.

In 2025, more than \$172 million in operating expenses were allocated to selected cost centers within seven maintenance divisions that perform cleaning and repairs: Bus Maintenance, Commuter Rail, Light Rail Systems Maintenance, Light Rail Vehicle Maintenance, Public Facilities Maintenance, Revenue Operations, and Transit Information.

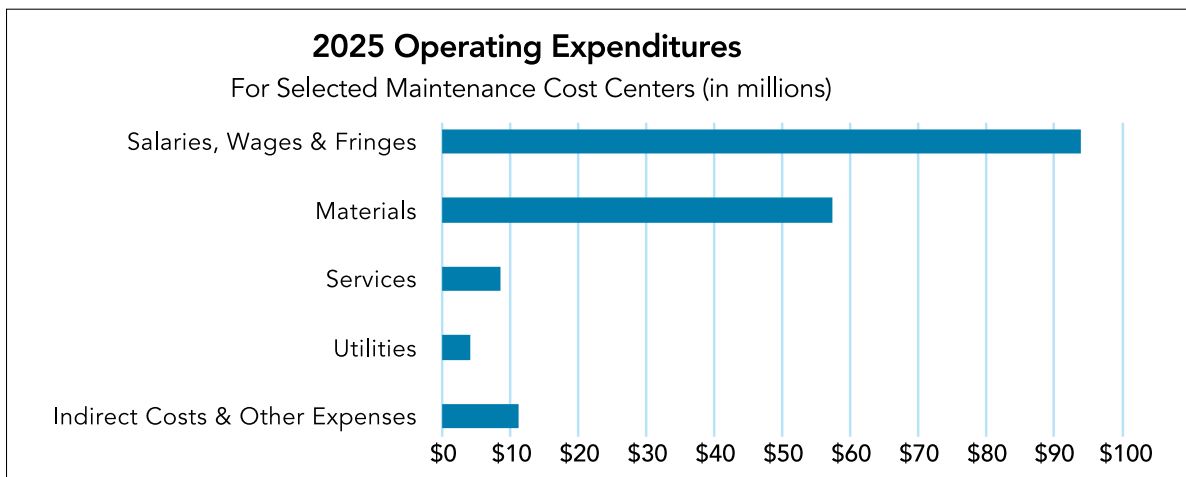
Salaries, wages and fringes are the largest cost, followed by materials & supplies, and contracted services. Materials & supplies include fuel and parts for both revenue vehicles and non-revenue vehicles. The Public Facilities Maintenance cost center includes stations and other public facilities, but excludes support facilities, such as bus garages, maintenance facilities, and administrative buildings. Utility costs for public facilities are included, but utilities for light rail vehicle propulsion, electric bus charging, and support facilities are not included. The Transit Information cost center includes sign maintenance as part of a larger department cost center.

See Table 5 and Figure 11.

Table 5: Operating Expenditures for Selected Maintenance Cost Centers

Maintenance Division	2025 Expenditures (in millions)
Bus Maintenance	\$89.2
Light Rail Vehicle Maintenance	\$32.5
Public Facilities Maintenance	\$20.7
Light Rail Systems Maintenance	\$14.1
Transit Information	\$6.7
Commuter Rail Maintenance	\$6.1
Revenue Operations	\$3.4
Total	\$172.5

Figure 11: Operating Expenses in Selected Maintenance Cost Centers by Expense Type



Workforce Strategies

Legislative Requirement: *the report must include 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.*

Filling vacant budgeted positions is a priority for implementing cleaning and repair standards. Table 6 shows the number of budgeted and filled full-time equivalents (FTEs) for selected positions that are directly related to cleaning and repair-related work, excluding administrative and supervisory positions. The number of filled positions has steadily increased from 233 FTEs in July 2023 to 260 FTEs in July 2024 to 292 FTEs in December 2025 – an increase of 25% over two and a half years. The number of budgeted positions in 2026 is 453 FTEs – an increase of 55% over December 2025 – allowing substantial hiring in 2026 to support an enhanced maintenance service level for the existing system and hiring for the Green Line Extension. See Table 6.

Over the past two and a half years, more than 50 positions dedicated to cleaning buses and trains have been filled, resulting in more on-route cleaning of buses and trains between trips at terminals and more consistent staffing for vehicle cleaning at maintenance facilities.

Filling Facilities Maintenance positions has become increasingly challenging due to unfavorable market conditions. We are implementing new recruitment strategies, and hiring is ongoing. A new maintenance facility opening in early 2026 provides much-needed space to house this growing team and its equipment. In Fall 2025, Metro Transit also restructured management of Facilities Maintenance work with oversight by a director dedicated to this growing function; previously both Facilities Maintenance and Engineering divisions were managed by a single director.

Metro Transit is pursuing a combination of strategies to fill these vacancies:

- Offering hiring bonuses and employee referral bonuses
- Increased the shift differential for all Amalgamated Transit Union-represented employees performing overnight work
- Implemented a market adjustment to salaries for equipment, vehicle, and facilities technicians
- Expanding apprenticeship programs to train candidates for maintenance positions
- Conducting ad campaigns on transit vehicles, at shelters and stations, via social media, and on [Metro Transit's website](#)



Figure 12: Advertising for Maintenance Workers on a Bus Shelter

Table 6: Budgeted Cleaning & Repairs-Related Positions (excludes supervisors)

Division	Job Type	Filled July 2023	Filled July 2024	Filled Dec 2025	2026 Approved Budget
Bus Maintenance	Cleaner	31	36	37	37
Bus Maintenance	Helper	51	44	61	82
Commuter Rail	Cleaner, Rail	0	6	4	6
Facilities Maintenance	Public Facilities Technician	23	23	26	56
Facilities Maintenance	Public Facilities Worker	50	61	58	113
Light Rail Vehicle Maintenance	Cleaner, Rail	0	3	10	14
Light Rail Vehicle Maintenance	Light Rail Helper	25	26	31	49
Rail Systems	SCADA/Comm Electronic Tech	8	8	8	9
Rail Systems	Signals Technician	15	16	18	26
Rail Systems	Track Laborer	0	0	1	8
Rail Systems	Track Maintainer	12	15	15	27
Transit Info Field Ops	Systems Field Technology Tech	2	2	2	3
Transit Info Field Ops	Transit Info Serv Installer	2	2	3	3
Revenue Operations	Revenue Equip Electronic Tech	14	18	18	20
Total		233	260	292	453

Metro Transit uses third-party service contracts for some cleaning and repair services. These services are typically used when there are staffing shortages, geographically distant facilities, or specialized services. Third-party services currently used include:

- Janitorial services at Red Line stations, I-394 corridor Park & Rides, I-35 & Kenrick Park & Ride, and bus shelters on Marquette/2nd avenues in Minneapolis
- Supplemental cleaning of some bus shelters and at Brooklyn Center Transit Center
- Elevator and escalator maintenance
- Replacement of glass at facilities with custom glass sizes
- Repairs of locks, gates, doors, and fences
- Snow removal at most Park & Rides
- Landscape maintenance at some Park & Rides, rail stations, and transit centers
- Specialized biohazard cleaning services on trains
- Specialized facilities clean-up
- Specialized graffiti removal on public art
- Port-a-potties at stations
- Building glass cleaning
- Parking lot sweeping
- Services to support major repairs of bus rapid transit platforms, typically due to car crashes

Modernizing Data & Business Applications

The Metropolitan Council has begun the process of implementing a new Enterprise Asset Management Solution (EAMS), which will significantly enhance Metro Transit's ability to plan, track, and report on cleaning and repair work, preventive maintenance, and overall asset management. The computerized maintenance management system that Metro Transit maintenance divisions currently use to manage work orders – TXbase – is over 20 years old and was designed before the system included rail and bus rapid transit lines. TXbase does not provide modern industry-standard functionality, such as mobile capabilities, to support Metro Transit's diverse asset base and complex processes. The new EAMS is critical to Metro Transit's efforts to track performance and improve cleaning and repairs. In 2025, the Council completed the procurement process for the system and implementation vendor, Hexagon and 21Tech, respectively. Vendor onboarding and discovery activities are complete. Implementation is planned for 2026-27.

Metro Transit is also procuring a new Customer Relationship Management (CRM) system to unify customer case management across the agency. This system will improve issue resolution by enhancing the collection of customer feedback, streamlining issue tracking, and ensuring transparent communication and response to our customers. The CRM system will integrate with other back-end systems, including the work order management modules of the EAMS system, improving issue visibility and increasing overall response times. Procurement of a new CRM solution began in 2025, and implementation activities are planned for 2026 and beyond.

Conclusion

Improving the cleanliness and repair of transit vehicles and stations remains a top priority for the Council. In 2025, Metro Transit opened three new BRT lines (METRO Gold, B and E Lines) and incorporated those stations into daily maintenance schedules. Cleaning programs have expanded to include between-trip service at BRT terminals and light rail endpoints, and staffing dedicated to cleaning and repairs has increased by 25% over the past two and a half years.

Hiring continues, and the 2026 budget funds additional positions to support enhanced maintenance service levels across the existing system and for the METRO Green Line Extension. Metro Transit is also advancing strategies to deter vandalism and graffiti and implementing new business systems to better manage work orders and track customer feedback.

We remain committed to delivering a clean, safe, and well-maintained system and will continue providing updates as this work progresses..

Appendix A: Cleaning & Repair Standards & Preliminary Metrics

This section describes current service level standards for cleaning and repairs and associated metrics on compliance with the standards where data is available.

Routine Cleaning

Vehicles

Routine cleaning of all transit vehicles occurs nightly at the maintenance facility in preparation for the next service day; this includes litter removal, sweeping, and sanitizing high-touch surfaces. In addition to nightly cleaning of vehicles at the maintenance facility, on-route cleaning programs exist for both light rail and bus rapid transit vehicles to be cleaned between trips at terminal stations participating in the programs. On-route cleaning activities include walking through vehicles, wiping down flat surfaces with visible dirt or stains, picking up trash, and performing quick sweep/mop where needed, and reporting biohazards, graffiti, cracked windows, or safety hazards.

Table A1: Vehicle Routine Cleaning

Asset Type	Standard Interval
Light Rail Cars	1 day & between trips at terminal stations
Buses	1 day

Facilities

Routine public facility cleaning includes emptying trash, picking up litter, cleaning spills, wiping down touch screens, wiping down glass, wiping down benches, removing graffiti and stickers, and reporting vandalism and other damage for repair. Some stations have low maintenance needs; these facilities will be visited and checked at the minimum frequency, but may not require cleaning every visit. Some facilities have high maintenance needs; these facilities may be visited and cleaned more than the standard interval. This is why the average interval for routine cleaning may be more frequent than the standard interval, even if the percent of facilities that meet the standard is less than 100%.

Table A2: Facilities Routine Cleaning Service Level Standard & Summary Data (CY 2025)

Asset Type	Standard Interval	% Compliance with Standard (CY 2025)	Average Interval (CY 2025)
METRO Rail Stations	1 day	80%	9.0 times/wk
Dedicated & Highway Bus Rapid Transit Stations	1 day	57%	8.4 times/wk
Arterial Bus Rapid Transit Stations	1 day	20%	4.9 times/wk
Transit Centers	1 day	79%	13.8 times/wk
Park & Ride Structures	2 days	100%	2.7 times/wk
Bus Shelters	7 days	95%	1.2 times/wk

Deep Cleaning

A deeper cleaning of the interior of vehicles occurs on a defined interval of approximately every six weeks for buses (45 days) and light rail vehicles (6,500 miles). Deep cleaning of facilities (typically pressure-washing) is scheduled to occur at least twice a year: once in the fall and once in the spring (pressure-washing cannot be performed during winter months). Facilities with high maintenance needs may require more frequent deep cleaning, and many locations receive more frequent pressure-washing than twice a year. Litter removal in rail track bed and right-of-way is performed as part of regular track maintenance, keeping it clear of vegetation, litter, used needles, etc. Litter removal in bus guideways is similar.

Table A3: Deep Cleaning Service Level Standard & Summary Data (CY 2025)

Asset Type	Standard Interval	% Compliance with Standard (CY 2025)	Average Interval (CY 2025)
Light Rail Car	6,500 miles	100%	not available
Buses	45 days	90%	not available
Rail Stations	6 months	73%	4.5 times/6 months
Dedicated & Highway BRT Stations	6 months	73%	4.8 times/6 months
Arterial BRT Stations	6 months	77%	3.7 times/6 months
Transit Centers	6 months	47%	4.7 times/6 months
Park & Ride Structures	6 months	75%	1.3 times/6 months
Bus Shelters	6 months	47%	1.1 times/6 months
Rail Track Bed and right-of-way	6 months	100%	not available
Bus Guideway and right-of-way	6 months	not available	not available

Inspections

In addition to routine cleaning and deep cleaning work, inspections are an important means of discovering and reporting cleaning and repair issues.

Table A4: Inspections Service Level Standard

Asset Group	Asset Types	Standard Interval
Vehicles	Light Rail Vehicle	5500 miles
Vehicles	Buses	6000 miles
Facilities	Rail Stations	30 days
Facilities	Dedicated & Highway BRT Stations	30 days
Facilities	ABRT Stations	30 days
Facilities	Transit Centers	30 days
Facilities	Park & Ride Structure Buildings	30 days
Rail Infrastructure	Rail Trackbed and right-of-way, Signals, Communications, & Traction Power structures	varies by inspection procedure
Bus Infrastructure	Bus guideway and right-of-way	to be developed by December 2026
Transit Information Signage	Bus stop signs	24 months
Transit Information Signage	Schedule displays	12 months
Transit Information Signage	Real-time signs	30 days
Fare Equipment	Fare equipment at stations	30 days

Removal of Reported Graffiti and Vandalism

Graffiti is routinely discovered and removed immediately through regular cleaning and inspections practices. Graffiti may also be discovered through employee and customer reports. The City of Minneapolis also notifies Metro Transit of graffiti discovered through their graffiti management program and sends an email to the responsible staff. Graffiti removal on vehicles is handled by Bus and Rail Maintenance departments.

Light rail operating and maintenance agreements with the cities of Minneapolis, St. Paul, and Bloomington require Metro Transit to remove graffiti consistent with city ordinances.

During winter, graffiti removal at outdoor facilities is extremely difficult due to freezing, lack of water, and chemicals that are ineffective in cold temperatures. Some graffiti at outdoor facilities is not removed during winter months. Some locations may be difficult to reach and require special equipment or services to remove graffiti; these situations are expected to require more than 7 days to remove graffiti.

Table A5: Graffiti Removal Service Level Standard

Asset Group	Type of Graffiti	Removal Goal
All assets	Any graffiti that has offensive content	as soon as possible, but no more than 24 hours
Vehicles	Light rail trains, buses	1 day, same as routine cleaning standard
Facilities, Bus & Rail Infrastructure	Graffiti on easy-to-remove surfaces (glass, metal, etc.)	3 days outside winter
Facilities, Bus & Rail Infrastructure	Graffiti on difficult-to-remove surfaces, materials and locations (concrete surfaces, certain graffiti materials, graffiti located on bridge or adjacent to traffic lane, etc.)	7 days outside winter
Transit Information Signage	Bus stop signs, schedule displays, and real-time information display screens	1 business day if graffiti is covering customer information; otherwise 7 days

The tables below provide summary data on graffiti removal resulting from reported issues via Special Situation Reports (SSRs). These tables only include reported issues, not all graffiti removal performed as part of routine cleaning.

Table A6: Vehicle Graffiti Removal Data (CY 2025)

Vehicle Type	Number of Graffiti Work Orders Resulting from an SSR	% of Reported Incidents Addressed within 1 day
Light Rail Train	90	51%
Buses	137	90%

Table A7: Facility Graffiti Removal Summary Data (CY 2025)

Facility Type	Number Graffiti Work Orders Resulting from an SSR	% of Reported Incidents Addressed within 7 days	Average Removal Time
LRT Station	65	92%	2.4 Days
Dedicated & Highway BRT Station	24	100%	1.7 Days
Arterial BRT Station	31	94%	1.5 Days
Transit Center	4	100%	2.0 Days
Park & Ride Structure	1	100%	1.0 Day
Bus Shelter	73	90%	2.7 Days
Total Work Orders	198		

The table below provides summary information on incidents of graffiti and vandalism on bus stop signs.

Table A8: Bus Stop Sign Graffiti Removal Summary Data (CY 2025)

Sign Type	Number of Graffiti and Vandalism Incidents	% of Incidents Addressed within 7 days
Bus Stop Signs	425*	100%

* Graffiti and vandalism on bus stop signs is a small part of Transit Information’s larger maintenance program. More than 8,800 maintenance tasks were completed for bus stop signs in 2025.

Repair of Broken Glass

Broken glass is one of the most common types of damage to public facilities and shelters. Broken glass may also occur on vehicles, requiring them to be removed from service for repairs. Glass repair is a priority because it is a public safety hazard.

Newer METRO stations and bus shelters have standard glass sizes, and glass repair can be completed quickly by staff because spare glass pieces are available. Older rail stations, parking structures, custom shelters, transit centers, and elevator towers typically have custom glass sizes, and the glass repair requires the services of a vendor and a longer repair timeline. If glass replacement cannot be replaced in a timely manner, a temporary insert, such as a wood panel, will be installed.

Table A9: Broken Glass Repair at Public Facilities Service Level Standard

Activity	Repair Goal
Clean up broken glass	24 hours
Replace broken glass at facilities with standard glass sizes	3 days
Replace broken glass at facilities with custom glass sizes	14 days

The table below provides summary data on glass clean-up and glass replacement. The summary data does not distinguish between facilities with custom glass sizes and facilities with standard glass sizes. The number of total work orders to clean up broken glass exceeds the number of work orders to replace broken glass because cleaning up broken glass includes any broken glass on the ground, not just broken window glass. In addition, most repairs for custom glass sizes are completed by vendors and are not currently recorded in work orders.

Table A10: Broken Glass Repair Summary Data (CY 2025)

Facility Type	Number of Glass Clean-up	Average Glass Clean-up Time	Average Glass Removal Time	Average Glass Replacement Time
Rail Station	1,288	less than 1 day	257	5.2 Days
Dedicated & Highway BRT Station	120	1.6 Days	26	1.5 Days
Arterial BRT Station	169	less than 1 day	167	1.8 Days
Transit Center	62	1 Day	40	1 Day
Park & Ride Structure	2	less than 1 day	0	--
Bus Shelter	529	less than 1 day	504	2.1 Days
Total Work Orders	2170		994	

Repair of Heating and Lighting

Heating and lighting in stations and shelters are an essential feature for customers waiting to board buses or trains. Metro Transit electricians conduct regular inspections of electrical infrastructure at rail and bus rapid transit stations and respond to employee and customer reports of heat and light outages.

There are some constraints on timely repair of heating and lighting at stations and shelters. Underground repairs cannot be completed during winter months. If the issue is related to an Xcel electrical service – not a heating or lighting fixture – the timeline will be dependent on Xcel.

The table below shows the service level standard and number of work orders for repair of heating and lighting.

Table A11: Repair of Broken Heating/Lighting Service Level Standard & Summary Data (CY 2025)

Facility Type	Standard Repair Goal	Number of Incidents (CY 2025)	% of Repairs meeting Standard Repair Goal (CY 2025)
Rail Station	7 days	50	88%
Dedicated & Highway BRT Station	7 days	14	100%
Arterial BRT Station	7 days	50	92%
Transit Center	7 days	16	94%
Park & Ride	7 days	1	100%
Bus Shelter	7 days	36	81%
Total Work Orders		167	

Repair of Damages Due to Car Crashes

Car crashes at shelters and bus rapid transit platforms can cause significant damage to bus stop signs, shelters, pylons, fare equipment, and electrical or communications cabinets. These types of incidents occur several times a year and, with the growth in BRT stations, are becoming an increasing challenge. For standard shelters that are damaged, spare shelters are typically available, and replacement shelters can be installed quickly. For BRT platforms, the damage may require special parts, special equipment (such as a crane) and contracted services to complete the repairs, requiring a longer repair timeframe.

Damage from car crashes at rail infrastructure, such as tracks and crossing gates, can also have a major impact on rail operations. Repair of these types of damages are not included in these standards because they have a less direct effect on customer experience than damage to shelters and stations.

Table A12: Service Level Standard for Repairs Resulting from Car Crashes

Asset Group	Asset Types	Repair Goal
Facilities	Clean up damage	24 hours
Facilities	Standard shelters	7 days
Transit Information Signage	Bus stop signs, schedule displays	14 days
Facilities	Custom shelters, arterial BRT stations, dedicated & highway BRT stations and associated infrastructure	6 months

Table A13: Summary data for Repairs Resulting from Car Crashes

Facility Type	Standard Repair Goal	Number of Incidents (CY 2025)	% of Repairs meeting Standard Repair Goal (CY 2025)
Standard Shelters	7 days	12	100%
BRT Platforms (includes shelters and pylons)	6 months	8 repairs completed in 2025; 4 incidents occurred in 2025	25%

Repair of Elevator Outages

Vandalism and damage to elevators and escalators is a maintenance challenge, resulting in outages that have a significant impact on Americans with Disabilities Act (ADA) accessibility and customer experience. Elevators and escalators are maintained by licensed elevator mechanics through contracted services. The contractor also performs monthly elevator and escalator preventive maintenance inspections. In many cases, elevators can be returned to service within a few hours, unless special parts are required.

Metro Transit implemented a new elevator monitoring system in 2025. This system provides real-time notifications of elevator failures, resulting in faster repairs and improved issues tracking. A goal or standard for elevator outages will be developed as the elevator monitoring system matures. For 2025, Public Facilities elevators were functional 97% of the time.

Table A14: Service Level Standard for Elevator Repairs

Asset Group	Asset Types	Service Level Standard	Uptime (CY 2025)
Facilities	All stations and public facilities with elevators	TBD	97%

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