



Cleaning & Repair Standards Report

September 27, 2023

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Purpose

Minnesota Statutes Chapter 68, Article 4, Sec. 95. [473.412] requires Metropolitan Council to adopt standards on cleanliness and repair of transit vehicles and stations by October 1, 2023 and submit a 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 by October 1, 2023 and every two years thereafter. (See Appendix A.)

This report is intended to fulfill the statutory requirements due October 1, 2023.

Council Authorization to Develop Standards

On September 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.

Cleaning & Repair Standards Project

Consistent with the Council authorization on September 27, 2023, Metro Transit has initiated a Cleaning & Repair Standards project to:

- Develop and implement standards for cleaning and repair of transit vehicles and transit stations.
- Develop methods for reporting on implementation progress.
- Meet the requirements of Minnesota Statutes section 473.412 (see Appendix A).
- Create a coordinated framework for cleaning & repair activities across internal departments and across transit modes.
- Implement maintenance best practices that result in a consistent and high-quality customer experience on transit vehicles and at transit stations.

Focus on Customer Experience

Improving the customer experience is a central focus of this effort. The project will implement maintenance standards and best practices that result in a consistent and high-quality customer experience, regardless of which transit mode customers are using and regardless of which internal maintenance group is responsible for performing cleaning and repairs.

Metro Transit has convened an internal working group to implement this project, including staff from departments responsible for maintaining the following assets:

- *Vehicles* (Metro-Transit operated buses, light rail vehicles, commuter rail vehicles)
- *Stations and other public facilities* (light rail stations, commuter rail stations, bus rapid transit stations, bus shelters, transit centers, and park & rides, including customer infrastructure such as shelters, seating, and fare equipment)
- *Rail infrastructure* (light rail track, communications houses, signal crossing houses, traction power substations, bridges and retaining walls)
- *Bus infrastructure* (dedicated bus guideways, bridges and retaining walls)
- *Transit information signage* (bus stop signs, schedule displays, and real-time display signs)

This project is part of Metro Transit's *Safety and Security Action Plan* and is being coordinated with overall efforts to improve the customer experience, including Contracted Supplemental Security Services, Code of Conduct Update, Transit Rider Investment Program, and Transit Service Intervention Project.

Core Cleaning and Repair Areas

Five core areas have been prioritized for the Cleaning and Repair Standards project based on customer feedback on cleaning and repairs, a review of existing cleaning and repair practices, and the statutory requirements in Appendix A:

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:
 - broken glass
 - heat & light
 - damages due to car crashes
 - elevators
5. Methods to measure and report on cleaning and repair activities

Initial Standards for Cleaning and Repairs

Initial standards for cleaning and repairs have been developed and are included in Appendix B. These standards are based on a combination of existing practices and new expectations. Implementation of these standards will produce a more consistent level of service and result in a higher level of cleanliness and repairs than the existing condition. This will be an iterative process. These standards are considered

“initial” because they will need to change and be improved over time, as Metro Transit works on implementation and can continue to evaluate the outcomes of these standards.

Standards in Appendix B related to the legislative requirement “cleaning requirements for transit stations and vehicles operated by the council” include:

- Routine Cleaning
- Deep Cleaning

Standards in Appendix B related to the legislative requirement “a strategy for discovering and removing vandalism, graffiti, or other defacement to transit stations or vehicles operated by the council” include:

- Routine Cleaning
- Deep Cleaning
- Inspections
- Removal of Graffiti and Vandalism
- Repair of Broken Glass

Standards in Appendix B related to the legislative requirement “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” include:

- Repair of Broken Glass
- Repair of Heat and Light
- Repair of Damages Due to Car Crashes
- Repair of Elevator Outages

Measuring and Reporting on Cleaning and Repair Activities

A significant element of the Cleaning and Repairs Standards project will involve collaboration across internal departments to measure, evaluate and report on cleaning and repair activities, including:

- frequency of cleaning
- frequency of inspections
- responsiveness to remove graffiti and vandalism
- responsiveness to repair damages most impactful to the customer experience
- customer feedback received on cleaning & repair issues

Metro Transit currently uses several tools to track and report on cleaning and repair work:

- Issues reported by employees to the Transit Control Center and Rail Control Center are documented through special situation reports (SSRs) that are disseminated to responsible departments. If issues are reported by employees or customers via Metro Transit’s Text for Safety service, these issues are also documented by the Transit Control Center through SSRs.
- Issues reported by customers and members of the public via calls, emails, and online forms are documented through an application managed by the Customer Relations department and

disseminated to responsible departments. This includes issues reported by people in the community who have joined the adopt-a-stop program to help clean and report maintenance issues at over 200 bus stops, shelters, and METRO stations.

- Tracking of cleaning and repair work orders is documented through an enterprise resource planning system (TxBase). Significant efforts are underway across the Council to replace this system with an Enterprise Asset Management System, which will modernize the data and technology systems needed to effectively manage cleaning and repair activities long-term.
- Reporting of issues and tracking of repairs to transit information signage is documented through a separate system (ScheduleDB).

Existing reporting on cleaning and repairs from these systems varies by department. Improving the data, reporting capabilities, and business processes for deploying staff and resources is a priority for successful implementation of these standards. Streamlining the processes for tracking reported issues from customers and employees is also a priority.

Metro Transit will collaborate across internal departments to track and report on cleaning and repair activities using existing business applications (and informing future business applications), consistent with the initial standards in Appendix B and the statutory requirements in Appendix A.

Customer Feedback on Cleaning and Repairs

Metro Transit's Customer Relations Department tracks customer complaints and reported issues received via calls, emails and online reports via metrotransit.org or the Metro Transit mobile app. From January 2019 through June 2023, Metro Transit received nearly 5,000 complaints or suggestions from customers regarding public facilities and 570 complaints or suggestions from customers regarding vehicles.

While the number of customer complaints and suggestions about public facilities and vehicles declined with the onset of the COVID pandemic, since that time the number of customer complaints and suggestions has been increasing along with ridership. For public facilities, the relative share of complaints and suggestions related to damage, trash, biohazards, and graffiti has increased from 30% of customer complaints and suggestions in the first half of 2019 to 60% in the first half of 2023. See *Figure 1: Customer Complaints and Suggestions Related to Public Facilities*. Far fewer complaints are received about vehicles, and about one-third of reported vehicle issues were related to seats, trash, biohazards, and odors. See *Figure 2: Customer Complaints and Suggestions Related to Vehicles*.

Metro Transit staff have also begun an ongoing program of engaging customers at stations on the third Wednesday of the month, called Great Day in Transit (GDIT). During GDIT outreach efforts on June 21 and July 19, customers were offered the opportunity to complete an online survey on cleanliness and safety. Over 700 survey results were received from customers contacted through GDIT events, about 1000 additional responses were received from people who learned about the survey via social media and Metro Transit's *Connect* newsletter, and about 300 responses were received from people who learned about the survey via an email to Metro Mobility customers. Respondents reported the following:

- *Customers prioritize fast cleaning many stations over deep cleaning few stations.* Respondents reported that "if we have limited staff or resources available," 66% of limited staff or resources

should be prioritized for “fast cleaning many stations (e.g., removing trash)” and 34% for “deep cleaning few stations (e.g., washing and repairs).”

- *More customers are concerned with biohazards than vandalism.* When asked to select 2 issues that, if addressed, would most positively affect their sense of safety, more respondents selected “peeing and pooping” than “vandalism or graffiti.”
- *Most customers don’t know how to report cleaning and repair issues.* 63% of respondents disagree that “It is clear how to report a dirty station or broken item to Metro Transit for cleaning and repairs.”

Metro Transit will continue to survey customers on cleanliness and repairs; a new customer satisfaction survey focused on safety and security began September 20, 2023.

Figure 1: Customer Complaints and Suggestions Related to Public Facilities

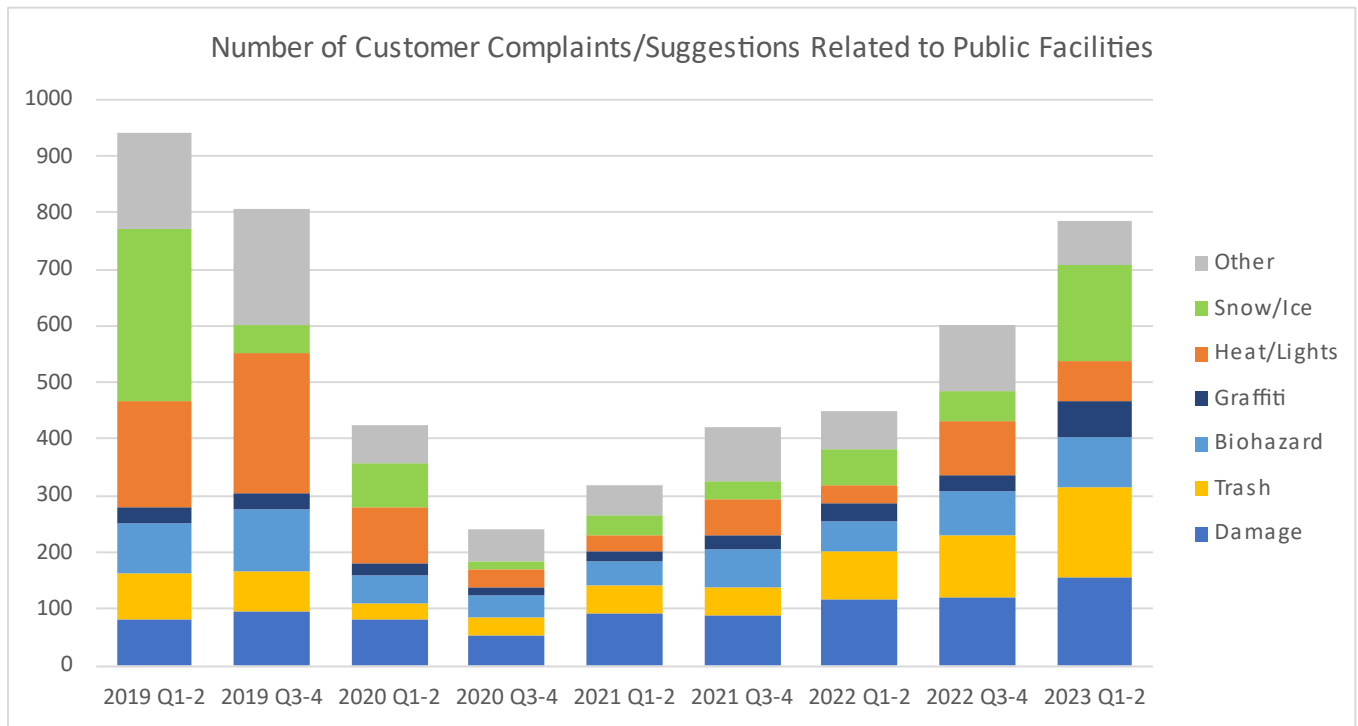
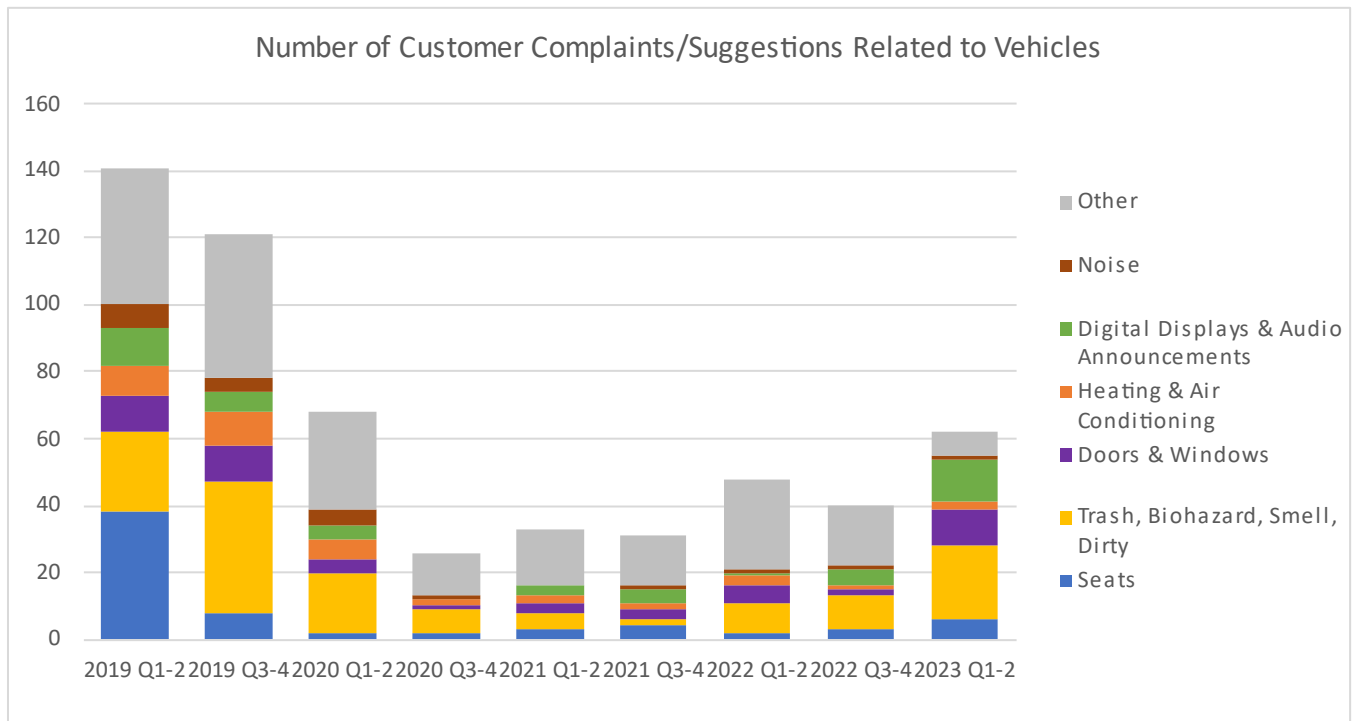


Figure 2: Customer Complaints and Suggestions Related to Vehicles



Proposal for Soliciting Public Feedback

Consistent with the statutory requirements, Metro Transit plans to post information on how to submit feedback to Metro Transit on cleanliness and rider experience on the website and at each LRT and BRT station by February 1, 2024.

The draft information to be posted at LRT and BRT stations is as follows:

*To report an issue with cleanliness or rider experience,
go to metrotransit.org/contact-us or call 612-373-3333.*

This information will be further refined because it is being coordinated with signage updates regarding the Code of Conduct. Installation of new signage or window clings may not be possible during winter months and may be temporarily communicated via information on real-time information displays or LRT platform audio announcements.

Feedback reported by customers and members of the public is documented through an application managed by the Customer Relations department and disseminated to responsible departments. This feedback will continue to be tracked as part of the Cleaning and Repair Standards project. Metro Transit is also evaluating methods to streamline how customers and employees may report issues.

Financial and Workforce Resources Needed

The transit sales tax created by the legislature effective October 1, 2023 provides the funding stability necessary to invest in improvements to Metro Transit's cleaning and repair activities. The current challenge in utilizing these resources is primarily related to workforce shortages.

There are a significant number of vacant budgeted staff positions that Metro Transit is actively trying to fill. *Table 1: Existing Budgeted Staff Positions Related to Cleaning and Repairs* shows that there are currently 64 vacancies responsible for cleaning and repair-related work, which is 22% of the total budgeted positions for cleaning and repair-related work. Currently 10 vacant light rail vehicle maintenance positions are temporarily filled by contracted services.

Metro Transit is pursuing a combination of strategies to fill these vacancies: conducting advertising campaigns on transit vehicles, at shelters and stations, via social media, and on Metro Transit's website; attending outreach events; offering hiring bonuses and employee referral bonuses; expanding apprenticeship programs to train candidates for maintenance positions; refining minimum qualifications; and coordinating across internal departments on best practices and tracking hiring progress.

These vacancies do not include staffing for future METRO lines. As the METRO system grows, Metro Transit plans to budget and fill more positions for cleaning and repairs. About 350-400 new maintenance positions are currently forecasted to be needed for Gold Line, B Line, E Line, F Line, Green Line Extension, G Line, H Line, Purple Line, and Blue Line Extension. For the 2024 budget, Metro Transit proposes to add about 30 additional staff positions for cleaning and repair related work.

Metro Transit expects that with existing vacant positions filled and continued addition of staff and resources for cleaning and repairs associated with new METRO lines, there will be staff and resources

available to meet the cleaning and repair standards in Appendix B over time. These resource needs will continue to be evaluated as implementation of the Cleaning and Repair Standards progresses.

Table 1: Existing Budgeted Staff Positions Related to Cleaning and Repairs

Work Unit	Positions (excludes supervisors)	Filled Positions	Vacant Positions	Total Positions	% Vacant Positions
Bus Maintenance	Helpers	37	8	45	18%
Bus Maintenance	Cleaners	33	4	37	11%
Light Rail Vehicle Maintenance	Helpers (nightly cleaning at maintenance facility)	23	10	33	24%
Light Rail Vehicle Maintenance	Helpers (between trip cleaning at terminal stations)	temporarily filled by contractor	10	10	n/a
Commuter Rail Maintenance	Cleaners	6	0	6	0%
Public Facilities Maintenance	Public Facilities Workers & Leads	52	17	69	25%
Public Facilities Maintenance	Public Facilities Technicians & Foreperson	23	6	29	21%
Rail Systems Maintenance	Track Maintainers	12	3	15	20%
Rail Systems Maintenance	Signal Technicians, SCADA/ Communications Technicians	19	5	24	21%
Transit Information Field Operations	Transit Information Installers – Static Signage	2	0	2	0%
Transit Information Field Operations	Real-Time Sign Technicians	2	0	2	0%
Revenue Operations	Electronic Technicians – Fare Equipment at Stations	14	1	15	17%
Total		223	64	287	22%

Appendix A: Minnesota Statute Chapter 68, Article 4, Sec. 95. [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) By October 1, 2023, 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) By February 1, 2024, 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) By October 1, 2023, and every two years thereafter, 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 first report due under paragraph (a) must provide the council's adopted cleanliness standards required under subdivision 2. The first report must also provide information on how the council developed the cleanliness standards, the stakeholders it consulted in drafting the cleanliness standards, and the financial resources needed to implement the cleaning and repair standards. The first report must also identify the council's proposal for soliciting public feedback on cleanliness and rider experience at transit stations and on transit vehicles operated by the council.

(c) For reports submitted on October 1, 2025, and every two years thereafter, the report must include:

- (1) the total expenditures for cleaning and repairing transit stations and transit vehicles;
- (2) a report on the frequency, type, and location of repairs;
- (3) a report on whether specific transit stations needed a higher proportion of cleaning or repairs;
- (4) a report on workforce challenges for maintaining the cleanliness standards adopted by the council;
- (5) whether the council has adopted preventative measures against vandalism or graffiti; and
- (6) any recommendations for additions to the transit rider code of conduct adopted by the council under section 473.4065.

(d) The council must collect and summarize the public comments it receives and incorporate those comments into the report required under paragraph (c).

EFFECTIVE DATE; APPLICATION. This section is effective the day following final enactment and applies in the counties of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, and Washington.

Appendix B: Initial Standards for Cleaning and Repairs

This section describes initial standards for cleaning and repairs. These standards are considered “initial” because they will need to change and be improved over time, as Metro Transit works on implementation and can continue to evaluate the outcomes of these standards.

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, light rail vehicles are also cleaned between each trip at the three terminal stations 7 days a week from 6am to 8pm. This includes walking through each train car, picking up trash, 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.

If there is a biohazard or damage to the vehicle that interferes with public safety, operators may request a replacement bus or light rail vehicle, and the vehicle will be returned to the maintenance facility for cleaning or repairs. The Transit and Rail Control Centers triage issues like this and determine how to dispatch the most appropriate response for the situation.

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 minimum frequency.

If a biohazard is reported at a station or shelter, a work order is created for special cleaning, and that work order is prioritized for completion the same day.

Table 2: Initial Standard for Routine Cleaning

Asset Group	Asset Type	Minimum Frequency
Vehicles	Light Rail Vehicle	1 day & between trips at terminal stations
Vehicles	Commuter Rail Coach Car	1 day
Vehicles	Buses	1 day
Facilities	LRT Stations	1 day*
Facilities	Commuter Rail Stations	1 day
Facilities	Dedicated & Highway BRT Stations	1 day
Facilities	ABRT Stations	1 day
Facilities	Transit Centers	1 day
Facilities	Park & Ride Structure Buildings	2 days
Facilities	Park & Ride Surface Lots	3 days
Facilities	Bus Shelters	1-7 days *

* Currently, bus shelter routine cleaning occurs anywhere from once a day to once a month, depending on maintenance needs of the location. Some LRT stations require twice daily cleaning. The minimum frequency for bus shelter and LRT station routine cleaning will be further defined in a future update to the standards, considering factors such as ridership and maintenance needs.

Deep Cleaning

A deeper cleaning of the interior of vehicles occurs on a defined interval: approximately every six weeks for buses (45 days) and light rail vehicles (6500 miles) and monthly for commuter rail coach cars. 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. Litter removal in the LRT 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 3: Initial Standard for Deep Cleaning

Asset Group	Asset Type	Minimum Frequency
Vehicles	Light Rail Vehicle	6500 miles (~ 45 days)
Vehicles	Commuter Rail Coach Car	30 days
Vehicles	Buses	45 days
Facilities	LRT Stations	6 months*
Facilities	Commuter Rail Stations	6 months*
Facilities	Dedicated & Highway BRT Stations	6 months*
Facilities	ABRT Stations	6 months*
Facilities	Transit Centers	6 months*
Facilities	Park & Ride Structure Buildings	6 months*
Facilities	Bus Shelters	6 months*
Rail Infrastructure	LRT Track Bed and right-of-way	6 months
Bus Infrastructure	Bus Guideway and right-of-way	6 months

* Some facilities require deep cleaning more than twice per year; facilities requiring more frequent deep cleaning will be further defined in an update to the standards.

Inspections

In addition to routine cleaning and deep cleaning work, inspections are an important means of discovering and reporting cleaning and repair issues. Vehicle preventive maintenance inspections occur at defined intervals: 5500 miles for light rail vehicles, 92 days for commuter rail, and 6000 miles for buses. Facilities preventive maintenance inspections are typically scheduled every 30 days. LRT track inspections occur at least weekly. Fare equipment is inspected every 30 days. Bus stop signs are inspected at least once every two years, if not inspected through other repairs or information updates.

Table 4: Initial Standard for Inspections

Asset Group	Asset Types	Minimum Frequency
Vehicles	Light Rail Vehicle	5500 miles (~ 35 days)
Vehicles	Commuter Rail Coach Car	92 days
Vehicles	Buses	6000 miles (30-45 days)
Facilities	LRT Stations	30 days
Facilities	Commuter 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
LRT Infrastructure	LRT Trackbed and right-of-way, Signals, Communications, & Traction Power structures	7 days
Bus Infrastructure	Bus guideway and right-of-way	to be developed
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 Graffiti and Vandalism

Graffiti is routinely discovered and removed immediately through the cleaning and inspections practices previously described.

Graffiti may also be discovered through employee reports to the Transit Control Center or Rail Control Center, which are disseminated to responsible departments via special situation reports (SSRs). Customer reports via calls, emails and online reporting are disseminated to responsible departments via an application managed by Customers Relations staff. 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, Saint 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.

Metro Transit uses sacrificial anti-graffiti clings on vehicle windows to make it easier to remove graffiti and etching. Transparent public art glass clings, clear polycarbonate material, and perforated metal panels are currently being tested in shelters and stations to deter graffiti and glass breakage. At several locations, Metro Transit has implemented painted public art murals and vinyl public art clings on station exteriors, interior walls, and utility cabinets to deter graffiti.

Table 5: Initial Standard for Removal of Graffiti and Vandalism

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 vehicles, commuter rail coaches, 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 transit information; otherwise 7 days

* Measured from the time Metro Transit discovers or receives a report of the issue.

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 LRT and BRT stations and bus shelters have standard glass sizes, and glass repair can be completed quickly by staff because spare glass pieces are available. Older LRT 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 6: Initial Standard for Broken Glass Repair

Asset Group	Asset Types	Repair Goal*
Facilities	Clean up broken glass	24 hours
Facilities	Facilities with standard glass sizes	3 days
Facilities	Facilities with custom glass sizes	14 days

* Measured from the time Metro Transit discovers or receives a report of the issue.

Repair of Heat and Light

Heat and light 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 BRT stations and respond to employee and customer reports of heat and light outages.

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

Table 7: Initial Standard for Heat and Light Repairs

Asset Group	Asset Types	Repair Goal*
Facilities	Light rail stations, Dedicated & Highway BRT stations, ABRT stations, Transit Centers, Park & Ride Structures, Bus Shelters	7 days

*Measured from the time Metro Transit discovers or receives a report of the issue.

Repair of Damages Due to Car Crashes

Car crashes at shelters and BRT 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 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 impact on the customer experience than damage to shelters and stations.

Table 8: Initial 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, ABRT stations, Dedicated & Highway BRT stations and associated infrastructure	6 months

* Measured from the time Metro Transit discovers or receives a report of the issue.

Repair of Elevator Outages

Vandalism and damage to elevators and escalators is a maintenance challenge, resulting in outages that have a significant impact on ADA accessibility and the 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.

Table 9: Initial Standard for Elevator Repairs

Asset Group	Asset Types	Repair Goal*
Facilities	all stations and public facilities with elevators	24 hours

* Measured from the time Metro Transit discovers or receives a report of an elevator outage.