



**KING COUNTY**

1200 King County Courthouse  
516 Third Avenue  
Seattle, WA 98104

**Signature Report**

**Motion 16388**

**Proposed No. 2023-0203.1**

**Sponsors Balducci**

1                   A MOTION acknowledging receipt of the transit stops and  
2                   centers cleanliness effort report, in response to the 2023-  
3                   2024 Biennial Budget Ordinance, Ordinance 19546,  
4                   Section 114, Proviso P3.

5                   WHEREAS, the 2023-2024 Biennial Budget Ordinance, Ordinance 19546,  
6                   Section 114, Proviso P3, states that \$100,000 of the moneys appropriated to transit from  
7                   the public transportation operating fund shall not be expended or encumbered until the  
8                   executive transmits a report detailing cleaning practices at transit stops and centers and a  
9                   motion acknowledging receipt of the report is passed by the council, and

10                  WHEREAS, the King County executive has transmitted to the council the transit  
11                  facilities cleaning report, and

12                  WHEREAS, the report is submitted by the Metro transit department to fulfil the  
13                  proviso’s reporting obligations;

14                  NOW, THEREFORE, BE IT MOVED by the Council of King County:

Motion 16388


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- 15 The council acknowledges receipt of the Transit Stops and Centers Cleanliness  
16 Effort Report, Attachment A to this motion.


Motion 16388 was introduced on 6/13/2023 and passed by the Metropolitan King County Council on 7/11/2023, by the following vote:

Yes: 9 - Balducci, Dembowski, Dunn, Kohl-Welles, Perry,  
McDermott, Upthegrove, von Reichbauer and Zahilay

KING COUNTY COUNCIL  
KING COUNTY, WASHINGTON

DocuSigned by:  
  
E76CE01F07B14EF...  
Dave Upthegrove, Chair

ATTEST:

DocuSigned by:  
  
8DE1BB375AD3422...  
Melani Pedroza, Clerk of the Council

**Attachments:** A. Transit Stops and Centers Cleanliness Effort Report, May 25, 2023

## **Transit Stops and Centers Cleanliness Effort Report**

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May 25, 2023



**King County**

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## II. Proviso Text

### P3 PROVIDED FURTHER THAT:

Of this appropriation, \$100,000 shall not be expended or encumbered until the executive transmits a transit stops and centers cleanliness effort report and a motion that should acknowledge receipt of the report, and a motion acknowledging receipt of the report is passed by the council. The motion should reference the subject matter, the proviso's ordinance number, ordinance section and proviso number in both the title and body of the motion. The report shall include information about cleaning practices at transit stops and transit centers, including at transit center garages, including but not limited to:

A. A description of the current standards used by the Metro transit department for cleaning of transit stops and transit centers, including transit center garages;

B. A description of how cleaning activities have or have not met those standards from January 2021 to the present;

C. A description of strategies that will be used or additional resources that are needed for the Metro transit department to meet the standards for the cleaning of transit stops and transit centers, including transit center garages; and

D. A projected timeline for meeting the standards for the cleaning of transit stops and transit centers, including transit center garages, including, if the standards cannot be met without the additional resources described in response to section C. of this proviso, the projected timeline for meeting the standards once those additional resources are available.

The executive should electronically file the transit stops and centers cleanliness effort report and motion required by this proviso no later than May 25, 2023, with the clerk of the council, who shall retain an electronic copy and provide an electronic copy to all councilmembers, the council chief of staff and the lead staff for the transportation, economy and environment committee or its successor.

Ordinance 19546, Section 114, Transit, Proviso P3

### III. Executive Summary

**Background:** This report fulfills the requirements of Ordinance 19546, Section 114, Transit, P3. It provides information related to Metro’s efforts to clean transit stops, including Metro’s current cleaning standards, how Metro addressed those standards in 2021 and 2022, additional resources that would support meeting of the standards moving forward, and a projected timeline for meeting standards.

The report focuses on the work of two different groups at Metro: the Transit Facilities Division (Transit Facilities) and the Rail Facilities Section (Rail Facilities) within Metro’s Rail Division.

**Current Cleaning Standards:** Transit Facilities is responsible for cleaning and maintaining approximately 1,800 bus stops with shelters, 45 park and ride facilities, and 20 transit centers across King County. Per standards, established by Transit Facilities managers, cleaning visits are categorized based on the tasks performed.

- Level 1 Service Visit – Sweeping
- Level 2 Service Visit – Sweeping and Trash Removal
- Level 3 Service Visit – Sweeping, Trash Removal, and Pressure Washing

Metro aims to provide one Level 3 Service Visit at each location per month, and Level 1 and Level 2 Service Visits as needed and as staffing allows. Reports of cleanliness and maintenance issues from the public and Metro employees also inform how cleaning service visits are scheduled.

Under an intergovernmental agreement between King County and Sound Transit, Rail Facilities is responsible for maintaining and cleaning 19 Link light rail stations. The agreement establishes a 90 percent requirement for on-time completion of prescribed cleaning tasks, as follows:

- Daily cleaning tasks: spot mop/sweep, wash walls, wipe stainless steel components, clean up spills/unsanitary conditions, clean glass, wipe down all elevators and escalators, pick up litter, empty trash/recycle receptacles, and restock supplies;
- Weekly cleaning tasks: use floor scrubbers in all public areas, including but not limited to exterior plazas, platforms, mezzanines, concourses, pedestrian bridges, etc.;
- Monthly cleaning tasks: pressure wash stairwells to remove filth, excrement, and organic material, clean all light fixtures, clean out all floor drains, trench drains, & sumps;
- Quarterly tasks: pressure wash entire station, including but not limited to plazas, canopies, elevated areas, platforms, vertical surfaces, stairwells, etc.;
- Semiannual tasks: detail/polish all stainless-steel components, floor scrub back of house areas.

**Performance in 2021 and 2022:** To meet Metro’s target, Transit Facilities staff need to make more than 22,000 Level 3 Service Visits each year. From 2015-2019, Metro averaged 17,913 Level 3 Service Visits per year – or an 80 percent achievement rate. In 2021, Metro made 14,554 Level 3 Service Visits, or an achievement of 65 percent of the standard. And in 2022 Metro made 10,748 Level 3 Service Visits, or an achievement of 52 percent of the standard. The reduction in 2022 reflects both constrained staffing and an increase in the amount of time required to complete Level 3 cleanings in shelters.

To meet the performance target identified in the Intergovernmental Agreement between Metro and Sound Transit, Rail Facilities staff must complete specified daily, weekly, monthly, quarterly, and semi-

annual cleaning tasks at Link light rail stations identified in the IGA 90 percent of the time. In 2021, Rail Facilities met the standard 68 percent of the time. Following implementation of a new preventative maintenance work order system that gave staff clearer guidance around prioritization of work, in 2022 Rail Facilities met the standard 90 percent of the time.

**Strategies and Resource Needs:** Both Transit Facilities and Rail Facilities are currently, and will continue to employ strategies to meet evolving cleaning needs including:

- Installing vandalism-resistant materials
- Diverting staff from other functions to support cleaning efforts
- Improving work ticketing and reporting systems to help prioritize work
- Emphasizing quick, highly visible cleaning strategies over more detailed cleaning
- Providing de-escalation training to enhance safety in the field

Metro's enterprise-wide initiatives such as the Service and Workforce Initiative and the Safety, Security and Fare Enforcement (SaFE) Reform Initiative will also support cleanliness.

Potential future needs will vary by location, but may include:

- Jurisdictional support
- Budget and staffing resources
- New technologies and tools

King County's continued leadership in delivering broader services and support to address homelessness, behavioral health care, and public safety is also critical as Metro works to support transit riders and employees.

**Timeline:** Through the remainder of the 2023-2024 biennium, Metro will focus on hiring, retention, and efficiency. Data analysis will help quantify gaps and inform additional resources or staffing requested through future budget processes.

**Conclusion:** Transit facility cleanliness is a critical part of both customer and employee experience. Clean and well-maintained facilities support the King County Strategic Plan mobility goal and its objectives to preserve and optimize the mobility system, and to ensure safety and security for customers and employees using the mobility network. They align with Metro Connects' vision for facilities and other support systems by maintaining a state of good repair to ensure customers enjoy a world-class transit system. They ensure Metro remains an employer of choice for current and prospective employees.

## IV. Background

**Department Overview:** The King County Metro Transit Department (Metro) is the Puget Sound region's largest public transportation agency. Metro provides bus, paratransit, vanpool, and water taxi services, and operates Seattle Streetcar, Sound Transit Link light rail, and Sound Transit Express bus service. Metro is committed to providing safe, equitable, and sustainable mobility, and prioritizing service where needs are greatest.

Metro includes two groups performing routine cleaning and maintenance of transit sites: the Transit Facilities Division (Transit Facilities) and the Rail Facilities Section (Rail Facilities).

Transit Facilities: Metro's Transit Facilities Division is responsible for operating, cleaning, and maintaining employee-facing facilities and customer-facing facilities, including:

- Customer-facing facilities:
  - 1,800 bus stops
  - 45 park and ride facilities
  - 20 Transit Centers
- Employee-facing facilities:
  - Eight Vehicle Maintenance Shops
  - Seven Bus Operations Bases
  - Four Transit (Office) Facilities
  - Two Street Car Barns (maintained by Transit Facilities on behalf of the City of Seattle)

This report focuses on the customer-facing facilities that Transit Facilities maintains.

Rail Facilities: Per an intergovernmental agreement (IGA) adopted by the King County Council and the Sound Transit Board in 2019, Metro is responsible for operating and maintaining Link light rail. These responsibilities include cleaning some Sound Transit-owned facilities. Per the IGA, Metro's Rail Facilities Section maintains and cleans Link light rail stations, bike paths, plazas and Rail employee buildings and bases. This report includes 19 Link light rail stations that Rail Facilities maintains:

- |                                    |   |
|------------------------------------|---|
| • Northgate Station                | • SODO Station                            |
| • Roosevelt Station                | • Beacon Hill Station                     |
| • U District Station               | • Mount Baker Station                     |
| • University of Washington Station | • Columbia City Station                   |
| • Capitol Hill Station             | • Othello Station                         |
| • Westlake Station                 | • Rainier Beach Station                   |
| • University Street Station        | • Tukwila International Boulevard Station |
| • Pioneer Square Station           | • SeaTac Station                          |
| • International District Station   | • Angle Lake Station                      |
| • Stadium Station                  |   |

**Historical Context:**



Transit Facilities: In 2019, the Transit Facilities Division budget was \$54,845,442. The division employed 322.68 budgeted full time employees (FTEs), including 44.5 budgeted Utility Laborers and Leads in 2019. Utility Laborer is the job class responsible for cleaning customer-facing facilities. Cleaning standards applied by Transit Facilities are established through standard operating procedures put in place by Transit Facilities management. They are not formally adopted Metro policies.

The frequency with which a bus stop requires cleaning often corresponds to ridership and the level of transit service at that stop. Stops with more frequent transit service and more daily boardings require more frequent cleaning. Geographic cleaning routes were established to achieve time and cost efficiency, and to ensure each stop is, at minimum, visited with the recommended frequency.

In addition to regularly scheduled cleaning, Transit Facilities also provides cleaning services in response to reports from the public and transit employees. Issues including unsanitary conditions, graffiti, vandalism, and excessive litter are categorized as requiring emergency, urgent, or routine response. Routine responses are carried out as part of Utility Laborers' regular routes. Urgent reports of things like biohazards, broken glass, illegal activities, or conditions that prevent riders from safely utilizing a bus shelter require an immediate response when possible, and more extreme reports of emergency conditions require immediate response from available staff.

Rail Facilities: Rail Facilities' 2019 budget was \$11,434,161, of which \$2.3 million was allocated for 19 station custodian positions and six lead station custodian positions. Each year, Metro's Rail Division proposes a Rail Facilities budget to Sound Transit identifying the number of requested full-time employees, non-revenue vehicles, tools, equipment, and other business needs required to maintain the cleanliness standard established in the IGA. The Sound Transit Board adopts a final budget, which may not reflect Metro's requested budget. Regardless of the adopted budget amount, Rail Facilities remains responsible for station cleaning and maintenance.

Cleaning standards for Link light rail stations are established by IGA and specify the frequency of different types of cleaning services. These cleaning services are described later in the report. The IGA requires Rail Facilities to complete 90 percent of specified cleaning tasks on time each month.

**Current Context:** Over the last five years, Metro has seen an increase in the use of transit shelters and transit centers as shelter by those experiencing homelessness and those with visible behavioral health conditions, including drug use. Over the same period, staff and riders have reported ongoing challenges with maintaining cleanliness levels at these facilities. Metro has seen a rise in reported cleanliness issues, a reduction in the number of hours or days a transit facility remains clean following a service visit, and an increase in the amount of time it takes staff to clean a given location. Systemwide, the number of reports Transit Facilities receives has increased annually over the past five years, rising from 775 reports in 2018 to 1447 reports in 2022. Additionally, the opening of three new Link light rail stations in 2021 (Northgate Station, Roosevelt Station, and U District Station) increased the amount of cleaning and maintenance work Rail Facilities was required to complete per the IGA, at the same time as a tightening labor market made hiring more challenging.

Concurrent with the increasing need for station maintenance and cleaning, the capacity to provide critical cleaning services has been constrained for both Transit Facilities and Rail Facilities due to increased use of leave time and challenges recruiting and retaining employees. Cleaning and maintenance staff were considered essential workers throughout the pandemic, which led to increased

workplace stress and decreased employee morale as documented through increased use of sick leave and employee complaints. Employees cited increased interactions with people experiencing homelessness and behavioral health crises as negatively impacting their perception of safety. In 2020 and 2021, increases in illness and mandatory quarantines, and COVID leave policies contributed to more employee absences. Although this trend began to reverse in 2022, the challenging labor market and other factors continue to constrain capacity.

Over the last several years, both Transit Facilities and Rail Facilities have implemented new strategies and tools to deliver cleaning and maintenance services more efficiently. Facility cleanliness contributes not only to rider comfort and convenience while using facilities, but also to fundamental perceptions of safety. Metro's Rider/Non-Rider Survey results support this relationship, with satisfaction with cleanliness at transit stops strongly correlated with satisfaction with safety at transit stops. In survey results from 2022, 96 percent of respondents who were "very satisfied" with stop cleanliness during the day and 75 percent who were "very satisfied" with stop cleanliness at night reported they were satisfied with safety at stops. Conversely, 57 percent of respondents who were "dissatisfied" with stop cleanliness during the day and 20 percent who were "dissatisfied" with stop cleanliness at night reported being satisfied with safety at stops.

Transit Facilities has employed a variety of creative approaches to align cleaning needs with available staffing and resources. In some cases, Transit Facilities has diverted landscaping staff to support cleaning, and when necessary, diverted cleaners who typically service bus operator comfort stations to focus their energy on customer-facing facilities. In addition, Transit Facilities uses data to identify patterns and help prioritize work. For example, increases in vandalism and graffiti led to a rise in glass replacement at bus shelters. When this pattern was observed, Transit Facilities identified a more durable glazing option which is now used whenever windows need replacing. This new material saves staff time and resources, and reduces the frequency with which riders encounter broken glass at bus shelters.

Rail Facilities has worked to streamline operations to respond to increased cleaning needs despite decreased staff capacity. Prior to 2021, the team did not have an established system for prioritizing custodial work, meaning that individual custodians were determining the cleaning approach, which resulted in uneven results. As cleaning demands have grown, Rail Facilities instituted a preventative maintenance system to better balance the ongoing maintenance needs of facilities with more immediate day-to-day cleaning needs. When time constraints limit staff ability to complete cleaning tasks, more detailed cleaning processes are replaced with pressure washing protocols to maintain basic cleanliness for transit customers.

The staff at Transit Facilities and Rail Facilities continue to look for new and creative ways to innovate and increase efficiency. However, many of the factors that impact facility cleanliness are rooted in a broader context. Increasing use of transit centers as shelter by those living unhoused, those with visible behavioral health conditions, including drug use, and other factors such as increases in graffiti and vandalism dramatically affect cleanliness at transit facilities and require continual cleaning which is infeasible due to cost and staffing. Metro recognizes that these challenges cannot be addressed with new cleaning regimens alone.

**Report Methodology:** Metro staff developed this report, including, technical support from the Transit Facilities, Rail, and Finance and Administration divisions.

## V. Report Requirements

This section fulfills the requirements of Ordinance 19546, Section 114, Transit, P3. It is organized based on the requirements of the Proviso. It provides information related to Metro’s efforts to clean transit stops, including Metro’s current cleaning standards, how Metro addressed those standards in 2021 and 2022, additional resources that would support meeting standards moving forward, and a projected timeline for meeting standards.

### A. Current Cleaning Standards

This section describes the standards used for maintaining cleanliness at transit stops, transit centers, and transit center garages. Cleaning frequency standards for both Metro facilities and for Link light rail stations are detailed below.

#### 1. Transit Facilities Cleaning Standards

Within Metro’s Transit Facilities Division, Utility Laborers are staff responsible for maintaining cleanliness and visual appearance of King County Metro's facilities and properties. Their duties include sweeping, trash removal, and pressure washing at 1,800 bus stops with shelters, 45 park and ride facilities, and 20 transit centers. They also perform routine landscaping and irrigation system maintenance, as well as restructuring vegetation and landscapes as needed.

The Transit Facilities Division’s goal is to keep facilities free of damage and debris, and to ensure each location is a safe and inviting place to access the transit system.

**What is Cleaned:** Utility Laborers are responsible for cleaning “from asset to asset” and five feet around a given transit facility. An asset is a fixture installed by Metro such as a bus shelter, a garbage receptacle, a flag stop, lighting fixtures, or a seating bench. “Asset to asset” refers to the length of a bus stop starting at the point of one asset to the ending point of the farthest asset. Along with covering this length, Utility Laborers are expected to clean five feet around the whole stop as well, including adjacent sidewalks or spaces behind fixtures.

**Cleaning Standard:** Transit Facilities categorizes cleaning visits into three levels of service based on the cleaning tasks a Utility Laborer performs. These cleaning standards were developed by chiefs and superintendents in the Transit Facilities Division. They are not enforced by policy, but are the practice throughout Transit Facilities and are included as a standard part of new employee training curriculum.

<b>Cleaning task</b>	<b>Level 1 Service Visit</b>	<b>Level 2 Service Visit</b>	<b>Level 3 Service Visit</b>
<b>Sweeping</b> Utility Laborers sweep from asset to asset and five feet around transit facility and remove trash or debris found outside of a trash can.	<b>x</b>	<b>x</b>	<b>x</b>
<b>Trash removal</b> Utility Laborers remove trash from trash can and replace liner.		<b>x</b>	<b>x</b>
<b>Pressure washing</b> Utility Laborers pressure wash from asset to asset and five feet around transit facility.			<b>x</b>
<b>Landscaping</b> Utility Laborers maintain landscaping and irrigation and complete street sweeping. (Provided at park and ride locations only)			<b>x</b>

Metro aims to provide one Level 3 Service Visit at each Metro-operated bus shelter, park and ride facility, and transit center per month, and Level 1 and Level 2 Service Visits as needed and as staffing allows. Cleaning takes place seven days per week, 24-hours per day. Each Utility Laborer is assigned to a route with 40 to 50 service visits per shift. The frequency of service visits depends on a given facility's location and features. For example, sheltered stops in high-traffic urban areas receive five visits per week, stops with medium usage receive three visits per week, and stops in rural areas receive one visit per week. Transit station garages are cleaned two times per week. Deeper cleanings are scheduled on an annual basis and include pressure washing decks and exterior surfaces.

In addition to routine service visits, input from the public and Metro employees informs how cleaning service visits are scheduled. Transit Facilities management has categorized maintenance reports by level of urgency. Conditions that prevent riders from safely occupying a bus shelter, such as biohazards, broken glass, and illegal activities are most urgent. Graffiti, vandalism, and excessive litter are deemed less urgent. In some cases, reports of less urgent issues are included in regularly scheduled service visits. More urgent reports elicit an immediate response when possible.

## 2. Rail Facilities Cleaning Standards

Rail Facilities is responsible for maintaining and cleaning all Link light rail stations, bike paths, plazas and Rail employee buildings and bases. Cleaning standards are established by Sound Transit – the oversight agency and owner of the Link light rail – via an intergovernmental agreement (IGA).<sup>1</sup> The goal of Rail Facilities is to create a safe, clean, and accessible experience for transit riders and promote regional mobility for all.

<sup>1</sup> [Link to the IGA between King County and Sound Transit](#)

**What is Cleaned:** Rail Custodians are responsible for station cleaning, including cleaning floors, walls, glass, and elevators and escalators, and other station components; picking up litter and emptying trash cans; addressing graffiti and other vandalism; and responding to unsanitary conditions.

**Cleaning Standard:** The IGA defines the frequency with which Rail Facilities staff must carry out specific cleaning tasks. Daily cleaning tasks include:

- Spot mopping/sweeping
- Washing walls
- Wiping stainless steel components
- Cleaning up spills/unsanitary conditions
- Cleaning glass
- Wiping down all elevators and escalators
- Picking up litter & emptying trash/recycle receptacles
- Restocking supplies

Weekly cleaning tasks include:

- Using floor scrubbers in all public areas, including but not limited to exterior plazas, platforms, mezzanines, concourses, pedestrian bridges, etc.

Monthly cleaning tasks include:

- Pressure washing stairwells to remove filth, excrement, and organic material
- Cleaning all light fixtures
- Cleaning out all floor drains, trench drains, & sumps

Quarterly tasks include:

- Pressure washing entire station, including but not limited to, plazas, canopies, elevated areas, platforms, vertical surfaces, stairwells, etc.

Semiannual tasks include:

- Detailing/polishing all stainless-steel components
- Floor scrubbing back of house areas

The IGA establishes a 90 percent target for the completion of all station cleaning tasks.

## **B. Performance in 2021 and 2022**

This section describes how cleaning activities have or have not met standards during 2021 and 2022.

### **i. Transit Facilities**

Transit Facilities cleaning standards were developed by chiefs and superintendents in the Transit Facilities Division, and are taught to Utility Laborers as a standard part of the new employee training curriculum. To meet Metro's target of one Level 3 Service Visit per month to each bus shelter, park and ride facility, and transit center, Utility Laborers from Transit Facilities need to make 22,392 Level 3 Service Visits to Metro facilities each year.

From 2015-2019, Metro averaged 17,913 Level 3 Service Visits per year – or an 80 percent achievement of standard. In 2021, Metro made 14,554 Level 3 Service Visits, or an achievement rate of 65 percent. In 2022 Metro made 10,748 Level 3 Service Visits, or an achievement of 52 percent of the standard.

	Locations	Target Level 3 Cleanings/year	Actual 2015-2019 (Avg) Level 3 Cleanings/year <sup>2</sup>	Actual 2021 Level 3 Cleanings/year	Actual 2022 Level 3 Cleanings/year
<b>Bus shelters</b>	1,800	21,600	17,280	14,040	10,368
<b>Park and rides</b>	45	540	441	359	287
<b>Transit centers</b>	20	240	192	156	125
<b>Total</b>	18,65	22,380	17,913	14,554	10,748

The reduction in 2022 reflects both constrained staffing and an increase in the amount of time it takes to complete Level 3 cleanings in shelters due to the depth of cleaning needs. The vacancy rate for Utility Laborer positions has risen from 7.1 percent in 2019, to 11.1 percent in 2021, to 14.6 percent in 2022. Metro staff report that when bus stops and transit centers are used for non-transit related activities like shelter by those living unhoused or by those using drugs, more frequent and deeper cleaning is needed. In many locations, a site that previously took approximately seven minutes to perform a Level 3 cleaning now often takes 20 minutes or more. Sites are often in almost immediate need of cleaning after a service is performed.

With growing needs and constrained staffing, Metro reassigns staff from other functions to support cleaning and prioritizing responding to known cleanliness issues over completing routine cleaning visits at sites that may not need them. Notably, while staff completed fewer Level 3 Service Visits overall, the number of visits made in response to cleanliness and maintenance reports has increased by more than 85 percent (rising from 775 in 2018 to 1,447 in 2022).

#### ii. Rail Facilities

To meet the performance target identified in the IGA between Metro and Sound Transit, Metro staff must complete specified daily, weekly, monthly, quarterly, and semi-annual cleaning tasks at Link light rail stations identified in the IGA 90 percent of the time.

Rail Facilities was responsible for cleaning seven Link light rail stations in 2021 and eight stations in 2022. In 2021 Rail Facilities met the standard 68 percent of the time. Following the implementation of a new preventative maintenance work order system in 2022, Rail Facilities met the standard 90 percent of the time.

In order to maintain this standard and adapt to growing cleaning needs, Rail Facilities continues to refine its approach. Custodians now emphasize touchpoint cleaning (using pressure washing to cover large areas more quickly), rather than detailed station cleaning, and sometimes forego less frequent maintenance tasks in favor of ensuring the day to day cleanliness of customer-facing facilities.

<sup>2</sup> This proviso specifically required for data from 2021 and 2022. 2020 data is omitted to provide a pre-COVID historical average from 2015-2019.

## C. Strategies and Resource Needs

This section describes strategies that will be used and additional resources that are needed for Metro to meet the standards for cleaning transit stops and transit centers, including transit center garages.

### 1. Transit Facilities Strategies

Transit Facilities will continue employing successful strategies and begin implementing new strategies to better meet evolving cleaning needs. Strategies include:

- Continue installing more durable materials, for example, replacing broken windows with more durable glazing materials to minimize the need for future replacement.
- Continue diverting staff to support cleaning efforts, for example, diverting staff typically assigned to landscaping and operator comfort station cleaning to focus on cleaning customer-facing facilities.
- Continue offering de-escalation training to enhance safety and security and build skills for challenging interactions with members of the public.
- Begin learning from the Service and Workforce Initiative, a Metro-wide effort to identify and implement changes to speed up hiring processes and support employee retention.
- Begin developing improved cleanliness reporting systems to streamline the process for both customers and Metro staff to report cleanliness issues in real time.

### 2. Rail Facilities Strategies

Rail Facilities will continue employing strategies to adapt to growing cleaning needs at Link light rail facilities, including:

- Continue applying and refining a preventative maintenance work ticket system to help custodians balance immediate cleaning needs with ongoing preventative maintenance needs.
- Continue applying touchpoint cleaning methods to increase focus on cleaning large areas through pressure washing as opposed to cleaning smaller areas with more detailed cleaning methods.

### 3. Needs

Metro continues to refine cleaning protocols to remain responsive and nimble in the face of an evolving cleaning landscape. In the near term, Metro is employing the strategies described above to ensure available resources are allocated to areas with the most immediate needs. In the longer term, several Metro initiatives, such as the Service and Workforce Initiative and the SaFE Project, will help Metro identify additional needs and budget priorities.

Potential needs will vary by location, but will likely fall into the categories below:

- Jurisdictional support – assistance in coordinating with cities, transit agencies, and other public sector partners around shared resources, responsibilities, and rights of way.
- Resourcing – additional budget or staff to ensure cleaning capacity meets demand.
- Technologies and tools – additional resources and support for leveraging new technologies, tools, and systems to more effectively support facility cleanliness.

As specific needs arise, Metro will engage with Sound Transit and King County leadership to identify how best to support transit customers and maintain a clean and safe transit system.

King County's continued leadership in delivering services and support to address homelessness, provide behavioral health care, and ensure public safety are critical as Metro works to maintain facility cleanliness, support current and future riders, and retain and attract employees.

#### **D. Timeline**

In response to Ordinance 19546, Section 114, Proviso P3, this section provides a projected timeline for meeting the standards for cleaning transit stops, transit centers, and transit center garages, or, if the standards cannot be met without additional resources described in Section C, the projected timeline for meeting those standards once additional resources are available.

Through the remainder of the 2023-2024 biennium, Transit Facilities will focus on increasing cleaning capacity through hiring, retention, and continued activities to increase efficiency and better address the cleaning standards established by Transit Facilities chiefs and superintendents. Transit Facilities will also analyze data on cleaning and maintenance requests, and frequency and duration of cleaning service visits to re-calibrate its workforce model. This analysis, as well as findings from the Service and Workforce Initiative and the SaFE Reform Initiative, will help quantify gaps and inform additional resources or staffing requested through the 2025 budget process, the 2026-2027 budget process, and beyond.

Rail Facilities is currently successful in meeting the cleaning standards established under the IGA.

## **VI. Conclusion**

Transit facility cleanliness is a critical part of customers' experiences and perceptions of comfort and safety and supports a safe and healthy environment for Metro's workforce. Clean and well-maintained customer-facing facilities support the King County Strategic Plan mobility goal and its objectives to preserve and optimize the mobility system, and to ensure safety and security for customers and employees using the mobility network. They align with Metro Connects' vision for facilities and other support systems, by maintaining a state of good repair to ensure customers enjoy a world-class transit system. They ensure Metro remains an employer of choice for current and prospective employees.

Decreases in ridership due to the COVID-19 pandemic, reduced rider presence at transit stations, and increases in non-transit-related activities at transit facilities have contributed to heavier cleaning workloads and shorter periods of time transit facilities remain clean before needing another service visit. Meanwhile, staffing challenges have constrained cleaning capacity.

In the coming months, Metro will deploy strategies to improve efficiency and leverage outcomes from the SaFE Reform Initiative and the Service and Workforce Initiative. The Service and Workforce Initiative will launch in 2023 and will coordinate a proactive and results-oriented response to address Metro's workforce and service delivery challenges, first by stabilizing operations and then by growing service. COVID-19 and its residual impacts have disrupted all aspects of Metro's operations and workforce, including the Transit Facilities Division. This initiative will help Metro address existing workforce challenges by improving hiring process so Metro can get more positions filled faster and allow Metro to better understand workforce needs relative to existing and future service levels.



Any gaps or outstanding needs will be considered in Metro's requests for support and resources as part of upcoming budget processes.

**Certificate Of Completion**

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Subject: Complete with DocuSign: Motion 16388.docx, Motion 16388 Attachment A.docx	
Source Envelope:	
Document Pages: 2	Signatures: 2
Supplemental Document Pages: 15	Initials: 0
Certificate Pages: 5	Envelope Originator:
AutoNav: Enabled	Cherie Camp
Enveloped Stamping: Enabled	401 5TH AVE
Time Zone: (UTC-08:00) Pacific Time (US & Canada)	SEATTLE, WA 98104
	Cherie.Camp@kingcounty.gov
	IP Address: 198.49.222.20

**Record Tracking**

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7/12/2023 1:10:28 PM	Cherie.Camp@kingcounty.gov	
Security Appliance Status: Connected	Pool: FedRamp	
Storage Appliance Status: Connected	Pool: King County-Council	Location: DocuSign

**Signer Events**

Dave Upthegrove  
dave.upthegrove@kingcounty.gov  
Chair  
Security Level: Email, Account Authentication (None)

**Signature**

DocuSigned by:  
  
E76CE01F07B14EF...  
Signature Adoption: Uploaded Signature Image  
Using IP Address: 67.160.80.216

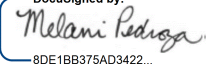
**Timestamp**

Sent: 7/12/2023 1:11:04 PM  
Viewed: 7/12/2023 1:28:19 PM  
Signed: 7/12/2023 1:28:35 PM

**Electronic Record and Signature Disclosure:**

Accepted: 7/12/2023 1:28:19 PM  
ID: 5e94391a-72cc-4299-8521-6c22c78d69a5

Melani Pedroza  
melani.pedroza@kingcounty.gov  
Clerk of the Council  
King County Council  
Security Level: Email, Account Authentication (None)

DocuSigned by:  
  
8DE1BB375AD3422...  
Signature Adoption: Uploaded Signature Image  
Using IP Address: 198.49.222.20

Sent: 7/12/2023 1:28:36 PM  
Viewed: 7/12/2023 1:43:10 PM  
Signed: 7/12/2023 1:43:19 PM

**Electronic Record and Signature Disclosure:**

Accepted: 9/30/2022 11:27:12 AM  
ID: 639a6b47-a4ff-458a-8ae8-c9251b7d1a1f

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp

Carbon Copy Events	Status	Timestamp
cherie camp cherie.camp@kingcounty.gov Legislative Clerk - Ccl King County Council Security Level: Email, Account Authentication (None)	COPIED	Sent: 7/12/2023 1:43:20 PM
<b>Electronic Record and Signature Disclosure:</b> Not Offered via DocuSign		

Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Envelope Sent	Hashed/Encrypted	7/12/2023 1:11:05 PM
Certified Delivered	Security Checked	7/12/2023 1:43:10 PM
Signing Complete	Security Checked	7/12/2023 1:43:19 PM
Completed	Security Checked	7/12/2023 1:43:20 PM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure
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## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

From time to time, King County-Department of 02 (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

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If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

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If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

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Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

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You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: [cipriano.dacanay@kingcounty.gov](mailto:cipriano.dacanay@kingcounty.gov)

### **To advise King County-Department of 02 of your new email address**

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at [cipriano.dacanay@kingcounty.gov](mailto:cipriano.dacanay@kingcounty.gov) and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

### **To request paper copies from King County-Department of 02**

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To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to [cipriano.dacanay@kingcounty.gov](mailto:cipriano.dacanay@kingcounty.gov) and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

### **Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

### **Acknowledging your access and consent to receive and sign documents electronically**

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to ‘I agree to use electronic records and signatures’ before clicking ‘CONTINUE’ within the DocuSign system.

By selecting the check-box next to ‘I agree to use electronic records and signatures’, you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify King County-Department of 02 as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by King County-Department of 02 during the course of your relationship with King County-Department of 02.