Station Maintenance:
Maintenance & Engineering

- **Station Equipment**
  - Elevator Escalator – Separate Presentation
  - Fare equipment
  - Communications System
  - Lighting
  - Pigeon Abatement
  - Security Grilles
  - Landscaping
  - Homeless Encampment (BPD & M&E)
  - Graffiti Removal
  - Structures

- **Contracted Services**
  - Sweeping Services
  - Power Wash
  - Glass Replacement
  - Glass Cleaning
  - Pest Control
Station Maintenance: Fare Equipment

- **Current Availability**
  - Ticket Vendors – 95.9%
  - Add Fare Machines – 97.9%
  - Parking Validation – 99.8%
  - Gates – 99.1%

- **Preventive Maintenance**
  - All Equipment, All Stations – Every 10 weeks

- **Upgrades**
  - Asset Refresh
  - Clipper
Station Maintenance: Communications System

- Preventive Maintenance
  - Quarterly
    - Emergency Phones
    - PBX Phones
    - White Courtesy Telephones
    - TIMS (Train Information Systems)
    - Real Time Displays
    - Agents Console (alarms, controls & indications)
    - Station BARTNet (equipment, network, fiber optic cable)
    - Parking Lot/ Garage Call Boxes
    - Fire Radio System (underground stations)
Station Maintenance:
Station Lighting

- **Preventive Maintenance**
  - Lights – Bi-Monthly
  - Emergency Lighting – Bi Monthly
  - Timers & Photocells – Bi-Monthly
  - Emergency Generators – Bi-Monthly

- **Parking Lot, Garage, Park & Ride Lots**
  - Three Times/Year

- **Upgrade Plans**
  - LED
    - Montgomery
Station Maintenance: Pigeon Abatement

- **Last year:**
  - El Cerrito Del Norte Station - completed
  - El Cerrito Plaza Station - free areas completed, paid area 70%
  - South Hayward Station - completed
  - Coliseum Station Substation completed
  - Bay Fair Station - Train Control Room completed
  - West Oakland Station - area around new break room

- **This Year:**
  - San Leandro Substation
  - Hayward Station
  - West Oakland Station completion
  - San Leandro Station

- **Most Likely Next:**
  - 16th Street Station, 24th Street Station, Concord Station and Berkeley Station,
  - Rockridge Station parking lot, Bay fair Station
Station Maintenance: Security Grilles

- Preventive Maintenance:
  - Once Month
- Replacement
  - 48 Total Security Grilles
  - 28 Scheduled for replacement
  - 20 completed
  - Expected Completion: April 2016
Station Maintenance: Landscaping

- **Weekly**
  - Large Trash Removal
  - Shopping Cart Removal
  - Broken Glass Clean Up

- **Seasonal**
  - Storm Drain Clearing
  - Tree Trimming / Removal

- **Quarterly**
  - Every Station Landscaping eg; Pleasant Hill, Las Juntas Park
  - Pruning for décor
  - Weed Abatement
  - Mulching
  - Mowing Grass
  - Soil Erosion Control
  - Irrigation System inspection/repair
Station Maintenance: Containing Large Homeless Encampments

- El Cerrito Del Norte - north of station, behind Home Depot
- MacArthur - 40th at MLK Blvd
- Hayward Whipple Yard - north end near golf course
- 45th Ave at San Leandro Blvd, Oakland - under aerial
- Coordinate homeless notifications through BART Police
Station Maintenance:
Smaller Homeless Encampments

- Balboa Station (north & south) – Clear every Saturday
- ANA substation (south of A15)
- Concord Parking Structure
- C54 (in culvert, directly below our tracks, south end of Concord Yard)
- Lafayette Station (in bushes on City Side lot)
- Below our bridges at 29th St, 30th St, 52nd St and Shattuck, Oakland
- MW09 (in bushes out side C2 side)
- Richmond between yard and station R-2 side, near Rail Road Tracks
- North Berkeley Station (bushes by substation)
- Ashby Station (Ed Roberts lot, near houses)
- Fremont Station (East lot in bushes)
- Jackson Street, Hayward (below aerial)
- Hayward Station (in bushes along Rail Road Right of Way that splits station)
- Halcyon Blvd, Hayward (below Aerial)
- Union City Station (south end, in bushes at culvert)
- San Bruno Station (under ramp to parking structure)
- West Oakland Station (around station, moves around a lot)
- Millbrae (under pass, Millbrae Ave)
- Colma Station (below bridge to south end of station at bus zone)
- Daly City Station (north end lot at Caltrans property)
Non Station Graffiti Removal

- **Hot Spots – Bi-Weekly Removal**
  - Substation South of Lake Merritt Station under the aerial
  - Hayward Station Substation at transfer to L Line and Western Blvd
  - All Columns A-line
  - All Columns West Oakland Station to Martin Luther King Blvd
  - Chabot Rd, Rockridge & Ashby BART Parking Lots
  - Gilman Ave Berkeley

- **Other Hot Spots: (require coordination)**
  - Oakland 23rd St Portal
  - Richmond Station Union Pacific Track Wall
  - W-Line Cal Train Wall

- **All others on an as-reported basis**
Station Maintenance: Structures

Preventive Maintenance Inspections (every 8 weeks) & Repair (as needed):

- Roof & Drains
- Structural Steel (paint as necessary)
- Platform edge surface
- Benches
- Map cases, signs, railings & kiosks
- Windscreens
- Emergency gates
- Partitions
- Wall hydrants

- Stairs, stair treads and handrails
- Walk off rubber mats and aluminum landings
- Grille man-doors & chain barriers
- Restroom components
- Water heaters
- Sump pumps
- Drains
- Doors, door handles, locks
- Floors, pavers, tiles, concrete terrazzo
Contracted Services: Sweeping

- **Contract**
  - Monthly
    - All Park & Ride Lots
  - Weekly
    - All Parking Lots / Garages
  - Twice a Week
    - Fruitvale Station Plaza, Garage, Parking Lot
    - Coliseum Station Plaza, Parking Lot
    - Hayward Station Plaza, Garage, Parking Lot
    - Bay Fair Station Plaza, Garage, Parking Lot
Contracted Services: Power Washing

- **Daily**
  - 16th Street Station Plaza
  - 24th Street Station Plaza

- **Twice a Week**
  - Fruitvale Station Plaza, Bus Shelters
  - Coliseum Station Plaza, Bus Shelters
  - Hayward Station Plaza, Bus Shelters
  - Fremont Station Plaza, Bus Shelters
  - Walnut Creek Station Plaza, Bus Shelters, Parking Garage Stairwells
  - Pleasant Hill Station Plaza, Bus Shelters
  - MacArthur Station Plaza, Bus Shelters, Parking Garage Stairwells
  - Dublin/Pleasanton Station Plaza, Bus Shelters
  - El Cerrito Plaza Station Plaza
  - Richmond Station Plaza, Bus Shelters, Parking Garage Stairwells
  - Rockridge Station Plaza
  - Daly City Station Plaza, Bus Shelters, Parking Garage Stairwells

- **All Others Once a Week**
# Contracted Services:
## Glass Replacement 2015

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Contracted Services:
Glass Cleaning

- Elevator Exterior Door Glass – Quarterly
- Skylights – Quarterly
- Bus Shelters - Monthly
Contracted Services: Pest Control

- **Contract**
  - Monthly Inspection & Treatment
  - As Needed – On Call
- **Targets**
  - Bees, wasps, hornets and yellow jackets
  - Rodents; mice and rats
  - Ants
  - Spiders
  - Fleas
  - Gnats
  - Flies
  - Cockroaches
Station Brightening (In House): Scope

- Station Thorough Cleaning
- Station Painting
- Upgrade lighting
- Plumbing fixture and pipe/valve replacements
- Tile and Concrete Floor repairs
- Stair Tread replacements
- Hand Rail Repairs
- Replace Some Signs
- Decluttering
- Fare Evasion Hardening
- Station Specific Work; construction of break rooms, paramedic report location, special fencing, erecting wall systems, and street gate Installations
Station Brightening (In House): Progress

- **Complete / In Progress:**
  - Coliseum
  - Civic Center
  - Powell
  - Montgomery
  - Embarcadero
  - San Leandro

- **Needs Based**
Station Cleaning
Transportation & System Service

- Cleaning
  - Daily station and facility cleaning
  - Deep Cycle Cleaning by the Special Project Crews (SPC)
  - Entryway cleaning
  - Graffiti Removal (contractor)
Daily Station Cleaning:
A & B Station Assignments

<table>
<thead>
<tr>
<th>A/L Line AM</th>
<th>A/L Line PM</th>
<th>R Line AM</th>
<th>R Line PM</th>
<th>C/K Line AM</th>
<th>C/K Line PM</th>
<th>M/W Line AM</th>
<th>M/W Line PM</th>
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<tbody>
<tr>
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<td>Lake Merritt</td>
<td>Ashby Secondary</td>
<td>Ashby</td>
<td>Oakland West Secondary</td>
<td>Oakland West Secondary</td>
<td>Embarcadero</td>
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<td>Berkeley Primary</td>
<td>Berkeley</td>
<td>12th St.</td>
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<td>Montgomery</td>
<td>Montgomery</td>
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<tr>
<td>Coliseum/OC</td>
<td>Coliseum/OC</td>
<td>N. Berkeley Primary</td>
<td>N. Berkeley Secondary</td>
<td>19th St Primary</td>
<td>19th St Primary</td>
<td>Powell</td>
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<tr>
<td>San Leandro Primary</td>
<td>San Leandro</td>
<td>El Cerrito Plaza Secondary</td>
<td>El Cerrito Plaza Primary</td>
<td>Rockridge Secondary</td>
<td>Rockridge Secondary</td>
<td>Civic Center</td>
<td>Civic Center</td>
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<tr>
<td>Bay Fair</td>
<td>Bay Fair</td>
<td>El Cerrito del Norte</td>
<td>EC del Norte Primary</td>
<td>Orinda Secondary</td>
<td>Orinda Secondary</td>
<td>16th St Secondary</td>
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<td>Walnut Creek Primary</td>
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<td>Castro Valley Secondary</td>
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<td>North Concord Secondary</td>
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<td>South SF Primary</td>
<td>South SF Secondary</td>
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<tr>
<td>W. Dub/Pleas Primary</td>
<td>W. Dub/Pleas Secondary</td>
<td>Bay Point Primary</td>
<td>Bay Point Primary</td>
<td>Millbrae</td>
<td>Millbrae</td>
<td>SFIA TM OFC Secondary</td>
<td>SFIA TM OFC Secondary</td>
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<td>E. Dublin Pleasanton</td>
<td>E. Dub/Pleas Primary</td>
<td>MET/LMA</td>
<td>MET/LMA</td>
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</table>

“A” Station (Green)
Staff stays at their assigned station all day

“B” Station (Red)
Staff is responsible for cleaning two stations. The secondary station receives a reduced cleaning program

Powell and Civic Center have some shifts with double coverage
Daily Station Cleaning: “A” Station Assignments

Comprehensive Cleaning Duties:

1. Thoroughly clean all restrooms.
2. Thoroughly clean elevators.
3. Sweep and degum entrances, stairs and gutters.
4. Police concourse and platform as needed.
5. Empty trash, clean receptacles in station.
6. Thoroughly clean station agent’s booth and break room.
7. Dustmop and degum concourse and platform.
8. Scrub or wet mop concourse and platform. Mop stairs.
9. Clean escalator handrail, ledges and landings.
10. Clean phones, handrails, ledges and water fountains.
11. Thoroughly clean TM zone, restrooms, offices, lunch room, and locker rooms.
12. Bring dumpster to street.
13. Empty recycling cans.
15. Clean fare gates, AFC machines and other metal.
16. Monitor for and clean any wet spills throughout day.
17. Clean parking garage elevators and sweep stairwells.
18. Clean, sweep and police patios, curbs, bus zones and sidewalks.
19. Empty all trash bins on patios, walkways, bus/taxi zones and sidewalks.
20. Clean janitor’s room, all equipment, and organize supplies

Only 28 of 91 stations assignments have a dedicated System Service Worker
The shared duties are split with two types of responsibility. The primary station has a more comprehensive cleaning program and the secondary station receives a reduced cleaning program.

**Limited cleaning activities at the “B” Secondary Stations:**

1. Thoroughly clean all restrooms.
2. Thoroughly clean elevators.
3. Police concourse and platform as needed.
4. Empty trash, clean receptacles in station.
5. Thoroughly clean station agent’s booth and break room.
6. Monitor for and clean any wet spills throughout day.
7. Clean janitor’s room, all equipment, and organize supplies.
Deep Cycle Cleaning: Special Project Crew (SPC)

<table>
<thead>
<tr>
<th>A/L Line SPC</th>
<th>R Line SPC</th>
<th>C/K Line SPC</th>
<th>M/W Line SPC</th>
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<tbody>
<tr>
<td>14 Special Project Crews</td>
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<tr>
<td>Lake Merritt Team 1 Cycle Time 6-10 Weeks</td>
<td>Ashby Team 4 Cycle Time 16-17 Weeks</td>
<td>Oakland West Team 5 Cycle Time 11-14 Weeks</td>
<td>Embarcadero Team 8 Continuous</td>
</tr>
<tr>
<td>Fruitvale Team 1</td>
<td>Berkeley Team 4</td>
<td>12th St. Team 5</td>
<td>Montgomery Team 9 Continuous</td>
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<tr>
<td>Coliseum/OC Team 1</td>
<td>N. Berkeley Team 4</td>
<td>19th Team 5</td>
<td>Powell Team 10 Continuous</td>
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<tr>
<td>San Leandro Team 2 Cycle Time 13 – 15 Weeks</td>
<td>El Cerrito Plaza Team 4</td>
<td>MacArthur Team 6 Cycle Time 9 – 11 Weeks</td>
<td>Civic Center Team 11 Continuous</td>
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<tr>
<td>Bay Fair Team 2</td>
<td>El Cerrito del Norte 4</td>
<td>Rockridge Team 5</td>
<td>16th St Team 12</td>
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<td>Hayward Team 3 Cycle Time 9-12 Weeks</td>
<td>Richmond Team 4</td>
<td>Orinda Team 6</td>
<td>24th St Team 12 Cycle Time 4-5 Weeks</td>
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<td>S. Hayward Team 3</td>
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<td>Balboa Team 13</td>
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<td>Pleasant Hill Team 7 Cycle Time 10-12 weeks</td>
<td>Daly City Team 13 Cycle Time 7-10 Weeks</td>
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<td>E. Dublin Pleasanton 2</td>
<td>Colina Team 14 Cycle Time 10-12 Weeks</td>
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<td>OKS/OSA/LMA Team 1</td>
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<td>San Bruno Team 14</td>
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<td>Millbrae Team 14</td>
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M/W Line – SF Stations now have dedicated resources for the four Downtown Stations and 16th and 24th St Stations share one crew. This will have an immediate effect on cleanliness.

SPC Crews on other Lines will take months before they return. The R –Line is an example. One crew for 6 stations.

Each station takes 3-5 weeks depending on size
Deep Cycle Cleaning:
SPC - Scope of Activities

Special Project Crews use heavy equipment to do deep cleaning for the entire station. This includes use of mechanized equipment on the platform and cleaning of the yellow strip at the edge of the platform during non-revenue.

Comprehensive station cleaning duties:
1. Use chemicals to strip and buff floors. Wax and Seal.
2. Use heavy equipment to perform deep cleaning on floors (during the non-revenue hours on platform)
3. Steam clean stairs
4. Scrub, and clean stairs, walls, pillars, handrails, and gutters, and landings
5. High dust, clean, and polish beams
6. Thoroughly clean elevators and escalators inside and outside elevators.
7. Clean trash cans. Detail clean trash cans, benches, maps, signs, phones
8. De- gum, sweep/dust-mop, light scrub, and wet mop all floors
9. Detail clean, strip floor, rinse, and seal and wax agent booth’s floor and break-room floor. Wash and polish metal outside of booth. Clean and wash glass in/out of agent booth
10. Steam clean restroom walls, toilets, sinks, urinals. Wash and clean metals.
11. De- gum, steam clean yellow safety strips (non-revenue hours only)
12. Detail clean and polish all metal including walls, emergency gates, TVM Machines, AFC Gates and other metal surfaces.
13. Detail clean and wash glass, ledges and baseboards
14. Vacuum, shampoo and clean carpets in offices. Strip, and rinse, clean wax and seal office floors
15. Strip, clean and rinse train control room floors. Wax and seal floors
16. Police station including: sweeping and mopping any wet or sticky spills and police stairs
17. Clean all equipment and handle any emergencies at stations that may occur on your shift.
18. Lay winter carpets and replace carpets as deemed necessary for special events
The Entrance Crew is comprised of 3 System Service Workers that work in a team primarily in the Downtown San Francisco and Oakland Stations to ensure the staircase are power washed to maintain a clean look and smell.

Comprehensive station cleaning duties:

1. Steam clean stairs
2. Seam clean escalator, gutters, rails and landings
3. Squeegee stairs dry
4. Dry-mop stairs
5. Clean eight feet in front of stairs
6. Steam clean walls adjacent to stairs
7. Replace and re-tape rugs
The Contractor performs graffiti removal services in accordance with the requirements and standards as described in the scope of services of the contract with the District. These services consist of the following:

1. Daily inspection of each station.
2. Removal of graffiti that include unauthorized markings, drawings, scribbling, writings, signs, posters, or labels from inside BART stations followed by an inspection of the station.
3. Monitor BART’s Graffiti Hotline at least four (4) times daily.
4. Clean all graffiti reported from hotline and graffiti found while performing daily inspections.
5. Produce and email reports that include pictures of graffiti prior to and after cleanup and cleaning logs.
AFC Gate Availability

✓ 99.14%, 99.00% goal exceeded
AFC Vendor Availability

- Ticket Vendor Availability - 95.9% - exceeded goal
- Add Fare Availability – 97.9%
- Add Fare Parking Availability – 97.7%
- Parking Validation Machines Availability – 99.79%
SERVICE: How are we doing?  

AFC Vendor Availability

Historical Performance

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<th>Results</th>
<th>Goal</th>
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<td><img src="chart" alt="FY13 Goal" /></td>
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<td><img src="chart" alt="FY14 Results" /></td>
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<td>FY15</td>
<td><img src="chart" alt="FY15 Results" /></td>
<td><img src="chart" alt="FY15 Goal" /></td>
</tr>
<tr>
<td>FY16 Qtr 2 - YTD</td>
<td><img src="chart" alt="FY16 Qtr 2 Results" /></td>
<td><img src="chart" alt="FY16 Qtr 2 Goal" /></td>
</tr>
</tbody>
</table>
Environment - Outside Stations

Composite rating of:
- Walkways & Entry Plaza Cleanliness (50%) 2.64
- BART Parking Lot Cleanliness (25%) 2.95
- Appearance of BART Landscaping (25%) 2.70

- Overall goal not met, although Landscaping sub-category improved slightly and met its sub-goal
- Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 61.6%
  - Parking Lots: 77.1%
  - Landscaping Appearance: 63.7%

Ratings guide:
- 4 = Excellent
- 3 = Good
- 2.80 = Goal
- 2 = Only Fair
- 1 = Poor
Environment - Outside Stations
Historical Performance

* Composite rating of: Walkways & Entry Plaza Cleanliness (50%); BART Parking Lot Cleanliness (25%); Appearance of BART Landscaping (25%)
Environment - Inside Stations

Composite rating for Cleanliness of:
- Station Platform (60%) 2.87
- Other Station Areas (20%) 2.68
- Restrooms (10%) 2.25
- Elevator Cleanliness (10%) 2.47

- Goal not met
- Cleanliness ratings of either Excellent or Good:
  - Station Platform: 73.1%
  - Other Station Areas: 62.7%
  - Restrooms: 42.7%
  - Elevators: 53.9%
- Focus on downtown San Francisco stations showing some results,
  3 of 4 M Line indicators improved

Ratings guide:
4 = Excellent
3 = Good
3.00 = Goal
2 = Only Fair
1 = Poor
**Environment - Inside Stations**

**Historical Performance**

<table>
<thead>
<tr>
<th>Results*</th>
<th>Goal</th>
</tr>
</thead>
</table>

- **Excellent**
- **Good**
- **Only Fair**
- **Poor**

*Composite rating for Cleanliness of: Station Platforms (60%); Other Station Areas (20%); Restrooms (10%); Elevators (10%)*

FY13 FY14 FY15 FY16 Qtr 2 - YTD
Station Vandalism

Goal not met, improved rating

80.3% of those surveyed ranked this category as either Excellent or Good
Station Vandalism
Historical Performance

<table>
<thead>
<tr>
<th></th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16 Qtr 2 - YTD</th>
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</thead>
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<td>Goal</td>
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</tbody>
</table>

- Excellent: 4
- Good: 3
- Only Fair: 2
- Poor: 1

* Station Kept Free of Graffiti