

Vehicle Clean Initiative

RTA Mission:

To Provide
Safe, Reliable, Clean, and Courteous
Public Transportation



Greater Cleveland Regional Transit Authority



Problem Identified-the Beginning

- Early investigation into vehicle cleanliness indicated poor performance
 - Daily cleans were occurring but not tracking full interior cleans
 - no standardization of process amongst operating districts
- 2012 Objective Setting Meeting- directive from GM
 - “Clean, On-time, Less Crime”
- District Business Analysts began reporting on vehicle cleanliness through TransitStat
 - Quantified performance



Solutions

- Public Transit Management Academy (PTMA) project
 - Objective to evaluate and recommend ways to improve cleanliness of coaches
- Mobile Cleaning Ambassadors (MCA)
 - Objective to provide intra-day bus cleanliness by customer service oriented candidates
- Interior Clean Team (ICT)
 - Objective to standardize process, improve equipment/tools and increase output



Results

- Standardization/reduced variation of process across districts
- More accountability with reporting
- Streamlined quantitative goals
 - Goal of 14 days between cleans for Hayden and Triskett
 - Goal of 10 days between cleans for Rail
- Ongoing qualitative innovation/new technology



Timeline

Started reporting on interior cleans Hayden and Triskett goal- 22 days

- Clean becomes TransitStat category- MCA and ICT presenting cyclically
- District Scorecards presenting on Days between Interior Cleans
- MDP interns worked with ATU summer students on new clean SOP to decrease the days between cleans

- MCA- dashboard created and productivity study completed
- ICT- focus on measuring, analyzing and controlling results
- Rail-scheduling adjustment/analysis results in 82% increase in productivity from 2014
- Proposal of Hostler pipeline

2008

2012

2013

2014

2015

- PTMA
- Interior cleans incorporated into scorecards
- “Clean, On-time, Less Crime”
- MCA and ICT proposed and process began

- ICT-new process training for implementation, new equipment upgrade and new SOP
- MCA- new truck and adjusted locations
- Goal of 14 days for Interior Cleans at Hayden and Triskett
- Rail incorporated into interior clean process
- MCA reporting to Hayden

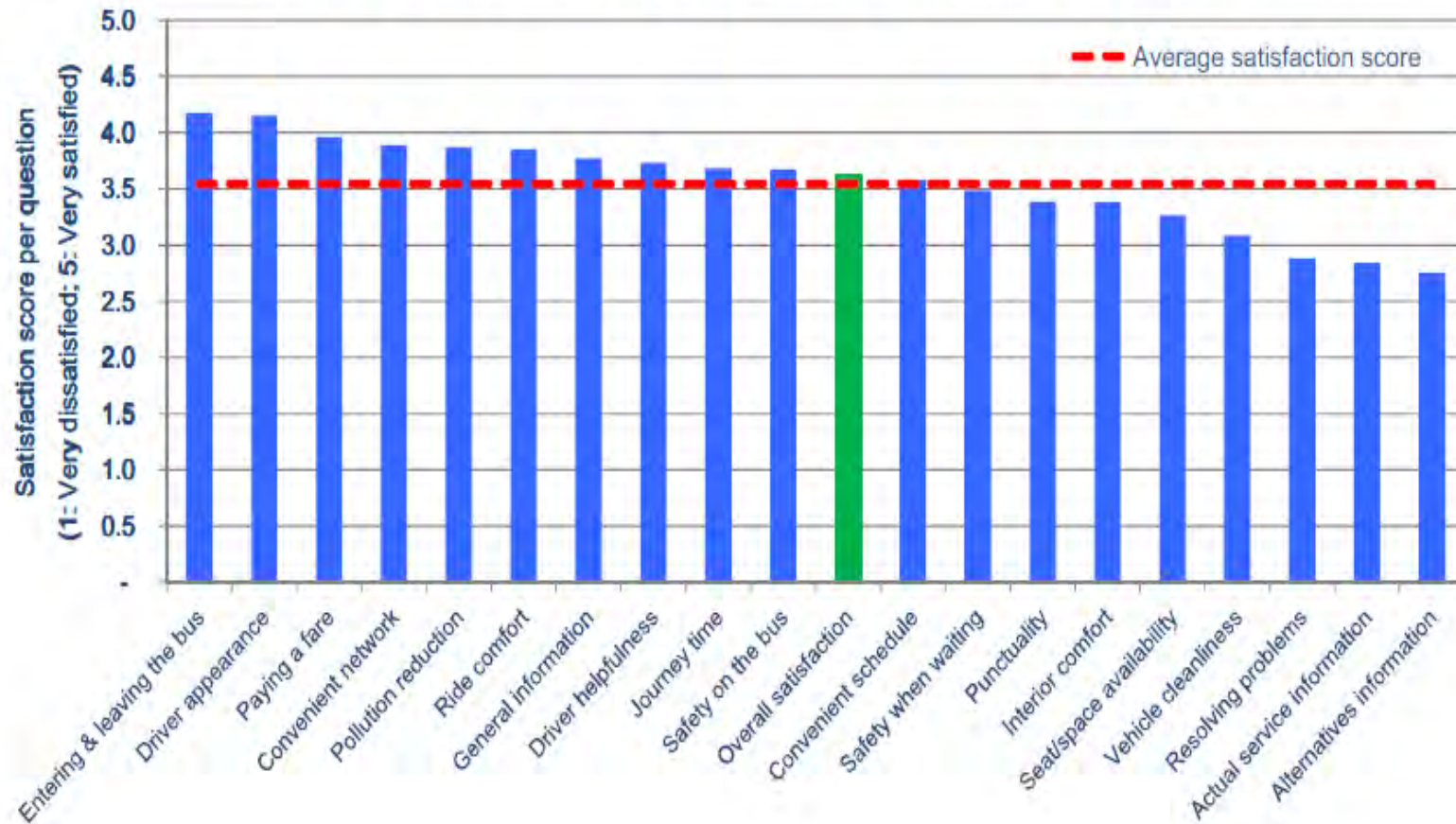


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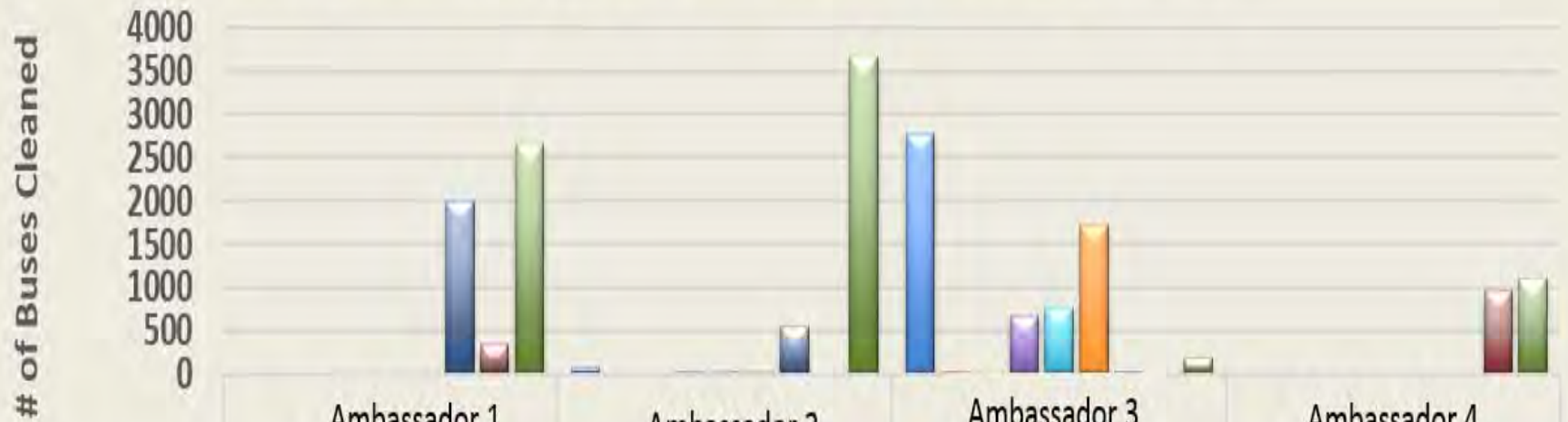


5.1 GCRTA Cleveland: Result of the ABBG Customer Satisfaction Survey 2015

Levels of satisfaction for bus services - GCRTA Cleveland



of Cleans by Location & Ambassador YTD



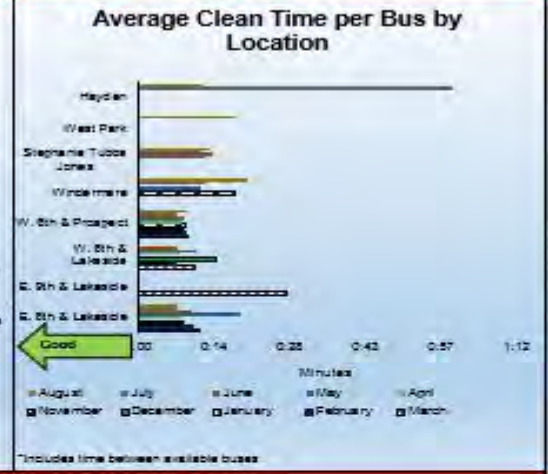
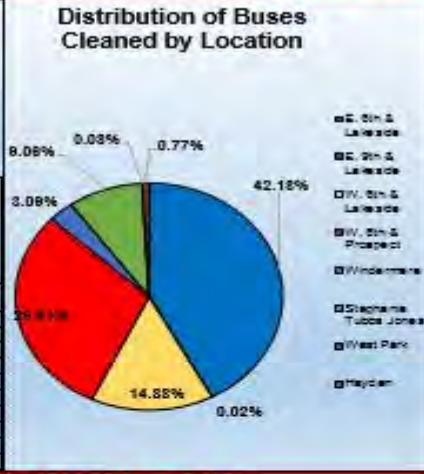
	Ambassador 1	Ambassador 2	Ambassador 3	Ambassador 4
■ E. 6th & Lakeside		68	2774	
■ E. 9th & Lakeside			1	
■ Hayden			40	
■ Stephanie Tubbs Jones		9	677	FORMER AMBASSADOR
■ W. 6th & Lakeside		29	770	
■ W. 6th & Prospect		15	1717	
■ West Park	1996	546	16	
■ Westgate	349			957
■ Windermere	2667	3661	183	1106

Location | E. 9th & Lakeland | E. 9th & Lakeland | Hayden | Stephanie Tubbs Jones | Windermere
Month | January | February | March | April | May | June | July | August
Ambassador | [Dropdown] | [Dropdown]

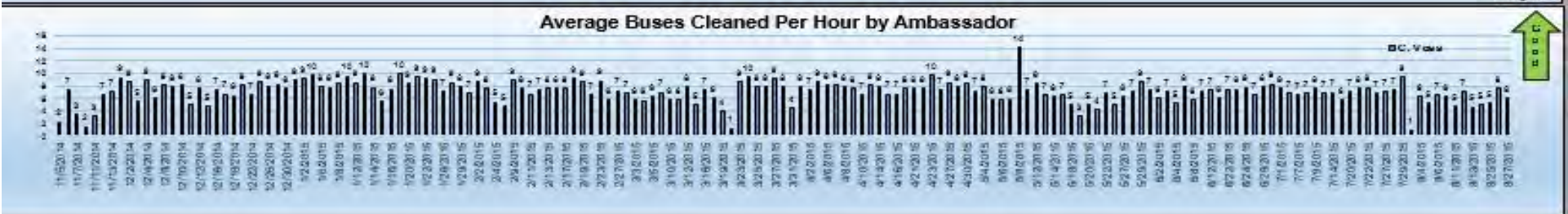
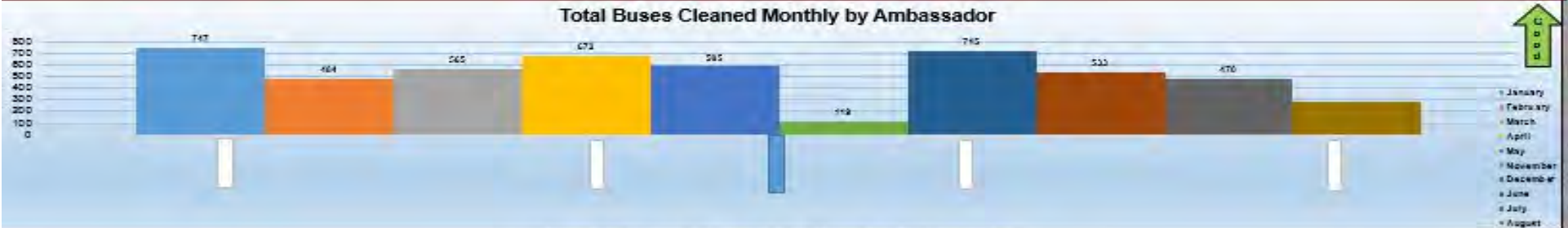
MONTHLY TOTALS



LOCATION ANALYSIS



PRODUCTIVITY METRICS

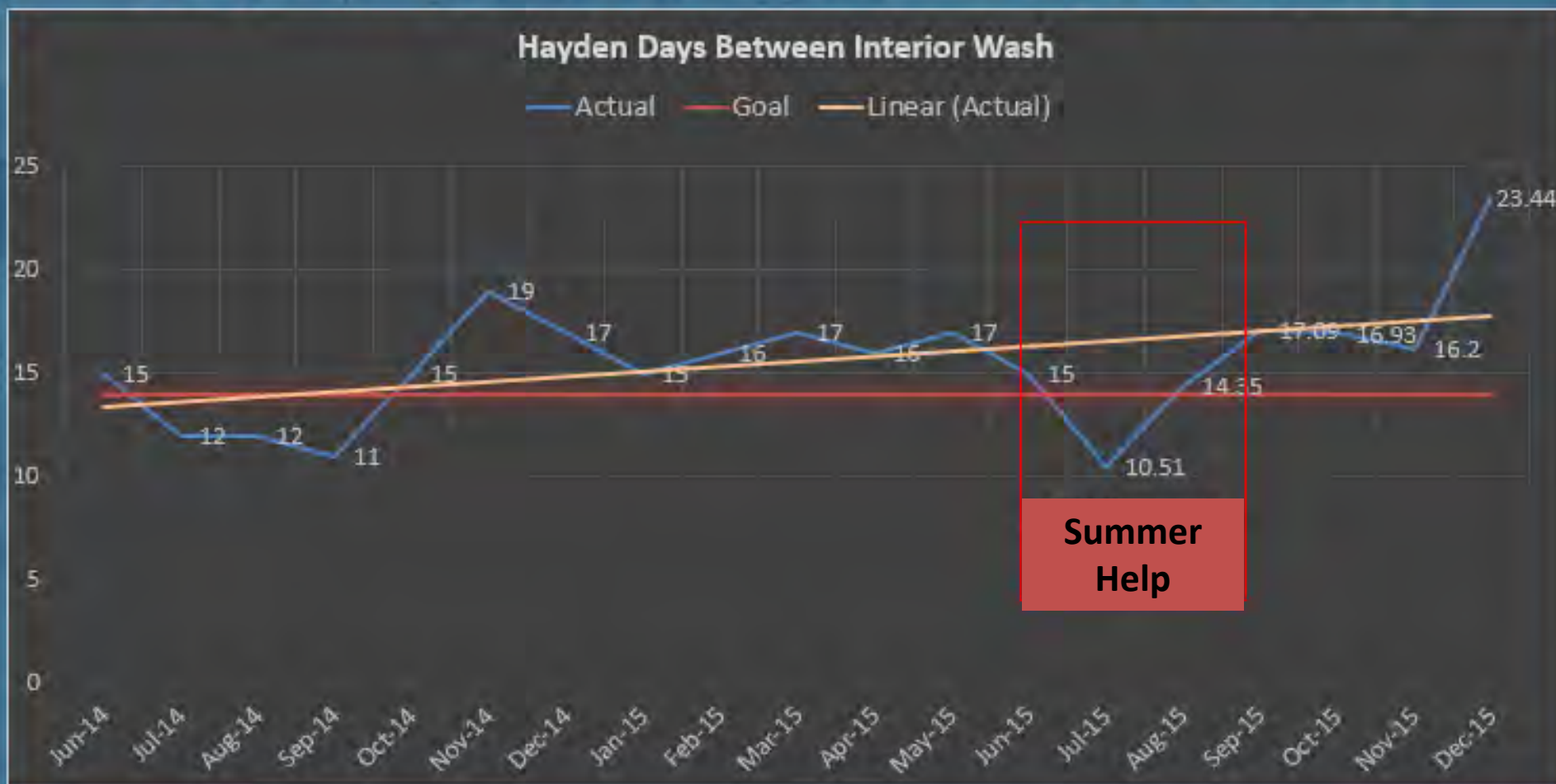




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Hayden Service Excellence – Clean Vehicles



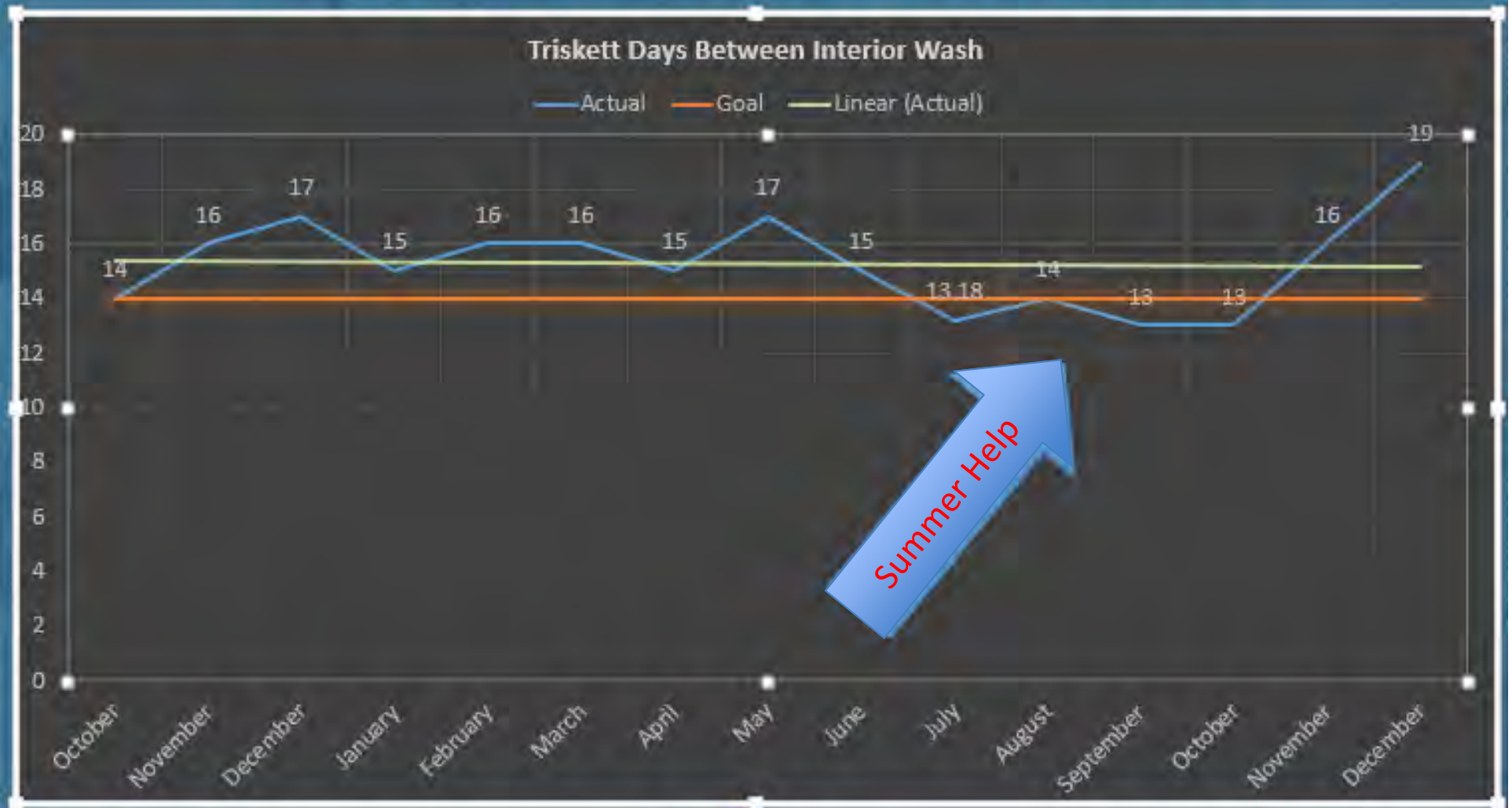
Summer
Help



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Triskett Service Excellence – Clean Vehicles



Summer Help

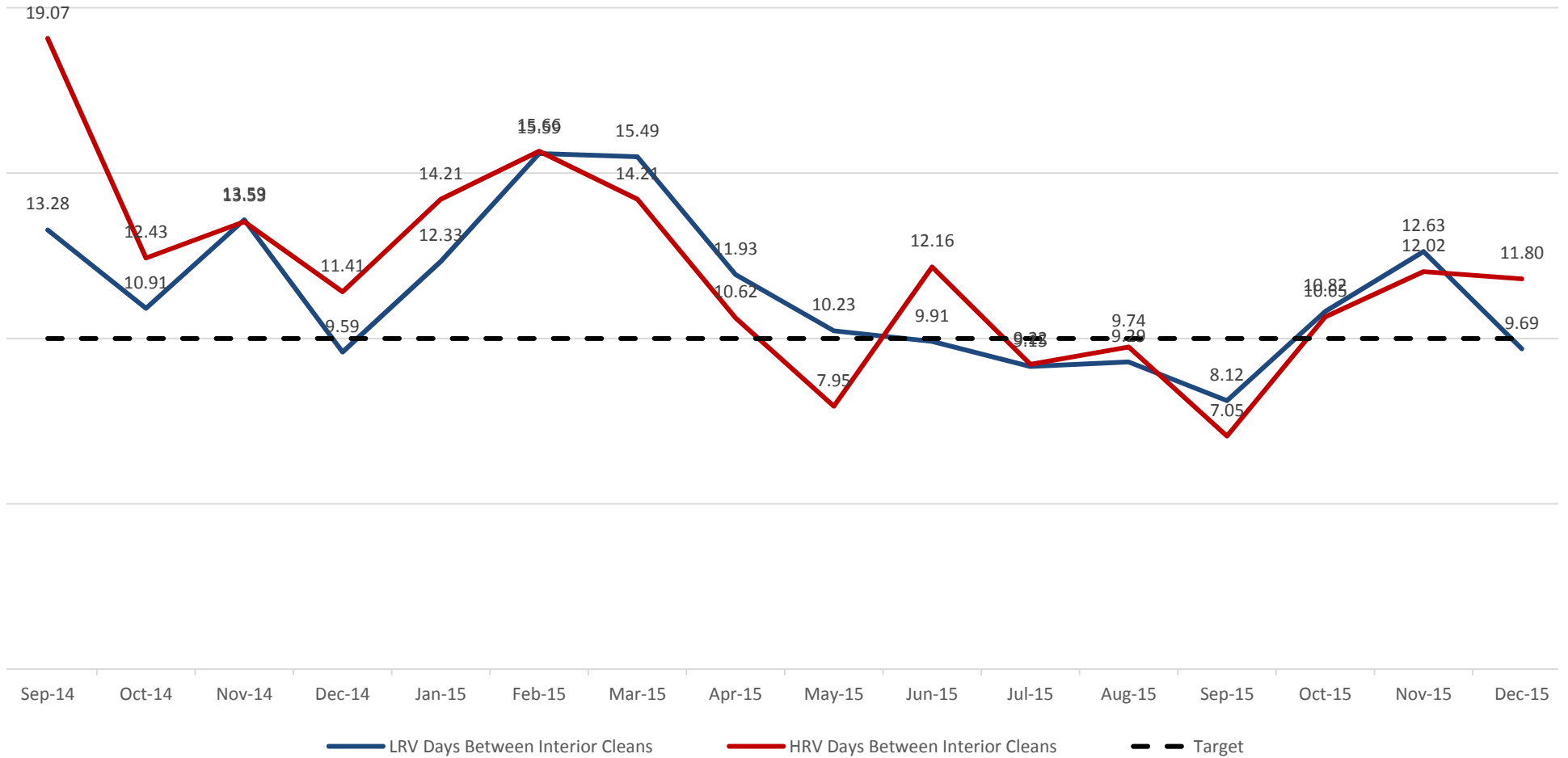
TransitStat



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Rail Days Between Interior Cleans





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Greater Cleveland RTA Interior Vehicle Cleans 2015



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Questions/Comments?

TransitStat



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