

ATTACHMENT A
METRO TRANSIT
SHELTER MAINTENANCE GUIDELINES

Task	Service Level	Notes
<i>Cleaning</i>		
Sidewalk & weed/grass cleaning	As needed	
Litter pick up		
Glass cleaning	As needed, but no less frequently than weekly	When outside temperature is above 40 degrees
Removal of graffiti, stickers/advertising and vandalism, etching, etc	Within 2 working days	General clean up
	As needed	Replacement for etching, breakage
Pressure Wash Shelters	Frequency depends on location, typically every one to three weeks	When above 40 degrees, between March and November
<i>Snow and Ice Control – Clearing and Removal</i>		
Shelters/Sidewalks/ Boulevards	Ice control/salt as necessary. Snow removal is prioritized based on limited mobility priorities, high frequency locations, others. ADA sites addressed within 24 hours of snowfall end.	Snow & ice control shall include the: --shelter and its interior, --shelter zone, and pathway to bus boarding area
<i>Utilities Services (electricity / communications)</i>		
Purchase of electrical service	When invoiced for electricity cost	
Contract for repairs	When needed to continue utility services but not less than 3 working days	
<i>Periodic Maintenance</i>		
Glass change outs	Within 24 hours	Cleanup of broken glass
	1-2 working days	Standard-sized glass – after identified or reported Cleanup of broken glass
	3 weeks	Custom-sized/colored glass – after identified or reported
Painting-minor touch ups*	As necessary	
Heater element change outs	As necessary	Within 7 working days after identified or reported - Will not operate until temperatures are below 40 degrees
Light bulb change outs	As necessary	Within 7 working days after identified or reported
Transit info schedule/maps	As necessary	Within one week of service changes
<i>Repairs, Breakage or Damage</i>		
Biohazards	As necessary	Within 4 hours after identified or reported
Light fixture replacement	As necessary	Within 7 working days after identified or reported
Heater replacement		
Bench repairs/replacement	Within 4 hours	If safety is compromised
	Within 24 hours / 1 working day	Cleanup
	Within 7 working days	Repair or replace
Structural repairs/replacement	Within 4 hours	If safety is compromised
	Within 24 hours/1 working day	Clean up
	Within 7 working days	Repair or replace