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OPERATIONS COMMITTEE
FEBRUARY 20, 2002

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SUBJECT: MAINTENANCE OF EL MONTE BUS STATION

ACTION: RECEIVE AND FILE

Metropolitan
Transportation
Authority

RECOMMENDATION

Receive and File report on maintenance of El Monte Bus Station.

One Gateway Plaza
Los Angeles, CA
90012-2952

ISSUE

Board Chairman Fasana requested an update on the MTA's maintenance of the El Monte Bus Station. The presence of graffiti and cleanliness of the restrooms have been major concerns, as have the general appearance of this structure and the level of security.

BACKGROUND

El Monte Bus Station is a two-level, 23,340 square foot bus terminal, which is maintained by the MTA's Facilities Maintenance Department. Approximately 5,900 bus trips move through this facility on a weekly basis via MTA, Foothill Transit, and Greyhound service. There are 2,095 free parking spaces at this facility and public rest rooms, located on the lower level, that are open from 5:00 a.m. to 9:00 p.m. on weekdays and from 5:00 a.m. to 5:00 p.m. weekends.

Facility Maintenance

Custodial service is provided 17 hours per day, Monday-Friday from 6:30 a.m. to 11:30 p.m. and weekends from 9:00 a.m. to 7:30 p.m. Pressure washing of walkways is performed twice weekly, graffiti is regularly removed, and surfaces are repainted if necessary. Sacrificial material has been installed to guard against etching on elevator glass, windows, doors, and the restrooms mirrors. This material is replaced quarterly.

Facilities Maintenance Department personnel, including electricians, plumbers, air-conditioning technicians, property maintainers, and locksmiths provide additional maintenance for this station. In the last 12 months, these personnel responded to over 140 service calls to this facility. Additionally, two General Services Supervisors from Facilities Maintenance begin and end their shifts at the El Monte

Bus Station. These supervisors are tasked with inspecting the station with each shift start and end. By doing this, the station receives an additional four daily site visitations. This location receives more supervisory attention than any other MTA bus or rail station. The Facilities Maintenance Department has taken several measures to improve the maintenance and appearance of this station in the past 16 months.

Some of these improvements are listed below:

- Added ventilation ducts and more powerful fans to improve ventilation and reduce rest room odors that have persisted after cleaning
- Replaced manual flush valves on toilets with automatic flush valves
- Replaced rest room mirrors twice in the past year. Both times, they were etched within an hour of installation. A sacrificial material was applied to reduce further damage to the mirrors (Since it is clear that the mirrors will require daily replacement in order to make an impact on the etching problem, Facilities Maintenance will therefore remove the mirrors.)
- Patched holes in rest room tile
- Cleaned and serviced light fixtures throughout site

Security

Currently the MTA provides security and law enforcement services at the El Monte Bus Station through a combination of internal security patrol, fixed post contract security and contracted law enforcement services from the Los Angeles County Sheriff's Department. Additionally, the El Monte Police Department conducts periodic patrol of the area and California Highway Patrol Units come into the station areas on occasion.

The contract security service consists of one 24/7 fixed post assignment at the terminal. This is a foot beat assignment and the security guard conducts foot patrol of the terminal area and parking facilities. MTA's internal security unit conducts periodic patrol of the area. The Los Angeles County Sheriff's Department (LASD) has stationed its "East County Bus Team" at the El Monte Bus Division (Division 9). In the Central Instruction area, at the eastern end of the division, the LASD's Transit Service Bureau has developed a small substation. The East County Bus Team works out of this substation.

The LASD's East County Bus Team is made up of 18 deputies, three bonus deputies, and two sergeants. This unit conducts patrol on all of the MTA's bus lines in the eastern part of Los Angeles County. The unit has assigned one fixed-post position at the El Monte Bus Station on Day Watch and PM Watch, five days per week. In addition to the fixed post assignment, the LASD team conducts patrol of the El Monte Bus Station on a frequent basis. The team also conducts undercover operations and surveillance of the terminal as necessary. Other special operations are conducted as necessary.

In the FY03 Capital Budget Request, MTA staff included a project to install a Closed Circuit Television (CCTV) system to enhance security for the El Monte Bus Station. This CCTV project will be installed if funding permits. Although the MTA's use of this facility represents only about 50% of the service, no other agencies provide security at the El Monte Bus Station.

NEXT STEPS

The MTA approved \$1.4 million in the call for projects on July 26, 2001 to fund a Foothill Transit project to upgrade the El Monte Bus Station.

Facility upgrades include:

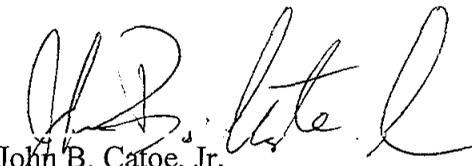
- Transit Store
- Interior and exterior repainting
- Restroom and lighting upgrade
- Facility landscaping
- New benches

According to the Foothill project manager, construction will begin in June 2002. MTA Operations staff will support efforts to improve this important transportation facility by working closely with Foothill Transit to coordinate operation and maintenance activities as the station upgrade project progresses.

ATTACHMENT

None

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