

Stormwater Management

LOB #379:

BUS SHELTERS MAINTENANCE

Purpose

The bus shelter maintenance program maintains, cleans and repairs bus shelters to ensure shelters remain an asset to the community.

Description

Currently, there are 361 bus shelters in the County inventory. A total number of 207 are maintained through the Community Labor Force (CLF) program and 154 are maintained by Signal Outdoor Advertising, LLC. CLF trash removal is done on an as-needed basis as some shelters require pickup more often than others. Signal only maintains each of its shelters. WMATA (Washington Metropolitan Area Transit Authority) is responsible for 34 bus shelters within the County. These shelters are not in the MSMD inventory. Signal and WMATA are responsible for the replacement of bus shelters maintained by each. On January 29, 2013, VDOT transferred ownership of all shelters to the County.

Routine Maintenance

The Community Labor Force completes all routine maintenance on Fairfax County locations. No additional routine maintenance or inspections occur outside of what is listed below.

Bus Shelter Program Service Levels		
Maintenance Service	Maintenance Levels	
	County Owned	Others Owned
Trash Removal from Container	As needed	1 per week
Trash Removal from Grounds	As needed	1 per week
Flyer Removal from Glass Panel	As needed	1 per week

Non-Routine Maintenance

Services in this program provide repairs to the following:

- Structural Bus Shelter Deficiencies
- Trash Container Deficiencies
- Shelter Bench Deficiencies
- Broken/Missing Panels
- Graffiti Removal

Non-routine maintenance of broken panels includes the immediate clean-up and removal of hazardous panels. Approximately 20 to 40 panels are replaced on an annual basis under the current budget.

The actual FTE time worked on any Agency 87 Transportation program during the year varies and is dependent upon the weather conditions. Snow and flood response takes precedence over the other programs and can result in extended staff time for emergency response.

Stormwater Management

Fund 40100, Stormwater Services, includes 23.0 FTE positions related to transportation operations maintenance provided by the Maintenance and Stormwater Management Division. All funding for the transportation-related salary expenses and equipment is recovered from Agency 87, Unclassified Administrative Expenses, in the General Fund.

Benefits

The bus shelter maintenance program is an important part of the mass transit module. Customers are provided with convenient seating and invaluable shelter from inclement weather, strong winds and direct sunlight. Bus shelters provide identifiable, safe locations supporting safety, security, and comfort to the end users. The shelters are designed to encourage transit ridership, which reduces congestion and air pollution by reducing the number of single occupancy vehicle trips.

Mandates

This program is not mandated, however, if existing shelters are not maintained, unsafe conditions could result.

Trends and Challenges

The main trends related to this LOB include:

- The majority of bus shelter maintenance is now the responsibility of Signal – a private advertising company paying the County for the use of the shelters to advertise. In return, Signal completes all maintenance at these shelters.
- The program's funding was reduced by 65 percent in FY 2013. Funding remains at the reduced level.
- Financial restraints, plus the inability to identify specialty contractors, requires County staff to complete some of the repairs.

The major challenges that this LOB faces include:

- The program's budget was last reduced in FY 2013 due to mandatory reductions and is now \$19,000.
- Quality contractors to repair the shelters have not been identified.
- Maintaining an accurate ownership and maintenance inventory.
- Panel damage is the number one bus shelter deficiency complaint. Forty-two panels were replaced in FY 2013. Due to budget reductions, panel replacement is a challenge and thus the output of panels replaced was reduced by nearly 50 percent in FY 2014 and 55 percent in FY 2015.
- Due to budget reductions, there is no longer a dedicated FTE position for this program or a funded service level. The budget allows for materials only for addressing safety hazards.

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Resources

Category	FY 2014 Actual	FY 2015 Actual	FY 2016 Adopted
LOB #379: Bus Shelters Maintenance			
FUNDING			
<u>Expenditures:</u>			
Operating Expenses	\$32,064	\$29,694	\$18,992
Total Expenditures	\$32,064	\$29,694	\$18,992
Total Revenue	\$0	\$0	\$0
POSITIONS			
Authorized Positions/Full-Time Equivalents (FTEs)			
<u>Positions:</u>			
Regular	0/0	0/0	0/0
Total Positions	0/0	0/0	0/0

Metrics

Metric Indicator	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	FY 2017 Estimate
Number of Bus Shelters Repaired	13	9	12	12	12
Number of Bus Shelter Panels Replaced	42	22	19	21	21

Shelter repairs include, but are not limited to removal of a shelter, replacing broken/vandalized panels, repairing/replacing benches and patching leaks. Since the budget reduction in FY 2013, the number of shelters repaired remains steady. All bus shelter deficiencies are repaired thanks in part to Signal maintaining the majority of the inventory. Also, bus shelters in the CRDs and commuter lots are addressed using funding from those specific programs.

Panel damage is the number one bus shelter deficiency complaint. Forty-two panels were replaced in FY 2013. The reduced budget includes no FTE positions dedicated to the bus shelter program. Combined with reduced funding, panel replacement is a challenge and thus the output of panels replaced was reduced by nearly 50 percent in FY 2014 and 55 percent in FY 2015.