

“Let’s Talk About Metro”

What Our Customers Had to Say About: Elevators and Escalators

Q: I appreciate the system whereby train arrival times can be found on Metro’s homepage. But I am disappointed in Metro’s escalators. I use Rockville and White Flint stations and escalators have been out at these locations for a year. Also, the elevators and the areas around them at Rockville station often smell like urine.

A: The Metro Board frequently talks about the Authority’s problems with keeping its escalators and elevators running. The Board has authorized \$6 million to jumpstart repairs to elevators and escalators throughout the system. Metro is also trying to get staff lined up to perform repairs and has started a program to train elevator and escalator repair mechanics. Metro has systems in place that alert staff when elevators or escalators go out of service, and staff tries to respond appropriately. Also, Metro has installed 30-plus canopies to protect escalators from the elements. Metro has more escalators than any other transit system in North America.

Q: The elevators are in very terrible condition. They are used for restrooms and are unhealthy. Some elevators—at Stadium Armory station, for example— are located far from the stations.

A: It is unfortunate that some customers may choose to relieve themselves in the elevators. Currently we clean and disinfect our elevators one time per day, but we may look into additional spot cleanings. Metro’s early constructed rail stations were built prior to the implementation of National ADA guidelines. Following the passing of the legislation, Metro was then required to install elevators in stations that originally were not designed with this feature. This required that some elevators were later installed outside of the station entryway.

Q: The escalator is out more often than not. The clock doesn’t work. Benning Road, Addison Road and Capitol Heights seem to be third world stations. I would like Metro to remember the ABCs (Addison, Benning and Capitol Heights). Stations like Farragut North do not seem to have these problems. There is a drip that occurs on the platform when it rains.

A: The escalator report for Benning Road, Capitol Heights, Addison Road and Farragut North during the period October 1, 2006 to December 31, 2006 is as follows:

Benning Road – 94.19%	Station has 5 escalators
Capitol Heights – 96.9%	Station has 5 escalators
Addison Road – 98.87%	Station has 3 escalators
Farragut North – 89.2%	Station has 16 escalators

Metro’s performance goal for escalators is 93%. The performance at the three stations mentioned on the Blue Line exceeds that goal.

A work order was submitted to repair the clock tower on top of the Addison Road Metrorail Station.

The drip has been temporarily fixed and is scheduled for permanent repair.