

Review of Customer Access to Rail Station Restrooms

- Anonymously visited 66 of 86 rail stations to ascertain whether Station Managers were adhering to Customer Access to Restroom policy
- Compared Special Order on Restroom Access to Board Directive and determined on our visits that Station Managers were in compliance
- We also ascertained that the signs at the kiosks were either hard to see or were not there

- Recommendations
 - Special Order should be revised and updated to be consistent with Board Directive
 - WMATA provide larger and more visible signs at the kiosks
 - Post the revised and updated Special Order at the entrance to the door leading to the restroom
 - Consider a mechanism to allow Station Manager to allow remote access to restrooms to permit the customer access to the restroom without interfering with Station Manager's other responsibilities while still maintaining necessary security

- Responses
 - MTPD -- Objected to allowing access to restrooms which are considered to be in areas that should not be accessible to public
 - RAIL --- Suggested that signs only be posted at 5 stations where restrooms are inaccessible and not available to public

- Current Status
 - Explore expanding the Huntington Station stand-alone restroom program to other high-volume stations. Metro staff is evaluating costs/benefits of this approach