



**Customer Services, Operations, and Safety Committee**

**Board Information Item III-C**

**July 16, 2009**

**Station Enhancement**

Washington Metropolitan Area Transit Authority  
**Board Action/Information Summary**

<input type="radio"/> Action <input checked="" type="radio"/> Information	MEAD Number:	Resolution: <input type="radio"/> Yes <input checked="" type="radio"/> No
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**TITLE:**

Station Enhancement Program

**PURPOSE:**

To provide the Customer Service, Safety, and Operations Committee with an informational presentation on the Station Enhancement program of Plant Maintenance.

**DESCRIPTION:**

The Station Enhancement Program was initiated in April 1991. The purpose of the program is to restore the appearance of stations. When the program started, the goal was to complete "major" enhancements at 10 stations per year; the goal is currently 12 stations. In July 2000, the program was expanded to include "mini" enhancements with a goal of 12 each year. By completing 12 "major" and 12 "mini" enhancements annually, the condition of each Metrorail station is restored every 3.75 years.

**FUNDING IMPACT:**

Program:	Capital Improvement Program
Project:	Station Enhancement Program
Budget:	FY2010 \$7.476 Million
This Action:	\$0 - This item is for Information only
Prior Approval:	\$0
Remaining Budget:	\$7.476 Million
Remarks:	This item is for information only. No action is required.
Operating Budget Impact:	0

**RECOMMENDATION:**

This item is for information only. No action is required.



# Station Enhancement Program

*Presented to the Board of Directors:*

**Customer Service, Operations, and Safety  
Committee**

July 16, 2009





# Purpose

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- This presentation provides an overview of Metro's Station Enhancement Program.
- This program is managed by the Office of Plant Maintenance.



# Background

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- The Metrorail system was opened in 1976. Stations in the original phases have been in revenue service for over 30 years.
- The Station Enhancement Program was initiated in April 1991. The purpose of the program is to restore the appearance of stations.
- When the program started, the goal was to complete “major” enhancements at 10 stations per year; the goal is currently 12 stations.
- In July 2000, the program was expanded to include “mini” enhancements. The current goal is to complete 12 each year.
- By completing 12 “major” and 12 “mini” enhancements annually, the condition of each Metrorail station is restored approximately every 3.75 years.



## FY 2010 Staffing/Budget

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• Heavy Cleaning Machine Operator	21
• Truck Driver	1
• Small Engine/Lift Mechanic	5
• Carpenter	3
• Mason	6
• Welder	2
• Surface Finisher	22
• Sign Fabricator	3
• Track Equipment Operator	2
• Track Equipment Flagman	2
• Facilities Maintenance Clerk	1
• Supervisor	7
 Total Staff	 75

**Capital Budget**

**\$7.476M**



## “Mini” Enhancement Tasks

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- Clean masonry surfaces (pressure wash entrances, passageways, parapet walls, trackbed walls, exterior canopies; hose coffers; clean escalator/elevator metal housings, etc.)
- Paint interior surfaces (entrance gates, windscreens, kiosks, fare gates, telephone booths, mezzanine and passageway ceiling tiles, doors, etc.)

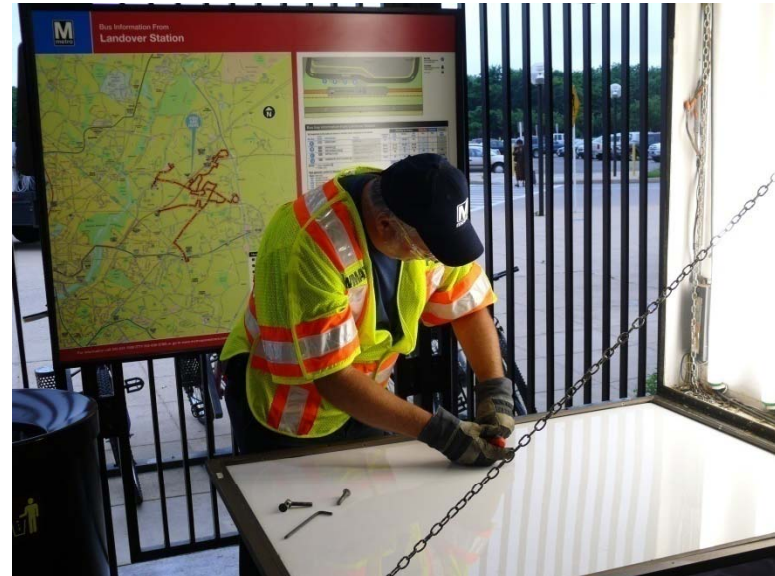




## “Mini” Enhancement Tasks (Continued)

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- Repair metal components (platform shelter and bus shelter metal parts; map cases; coffer panels, restroom panels, station doors; drainage and ventilation grates, etc.)
- Repair interior masonry surfaces (concrete, paver tile, granite paver stones, etc.)

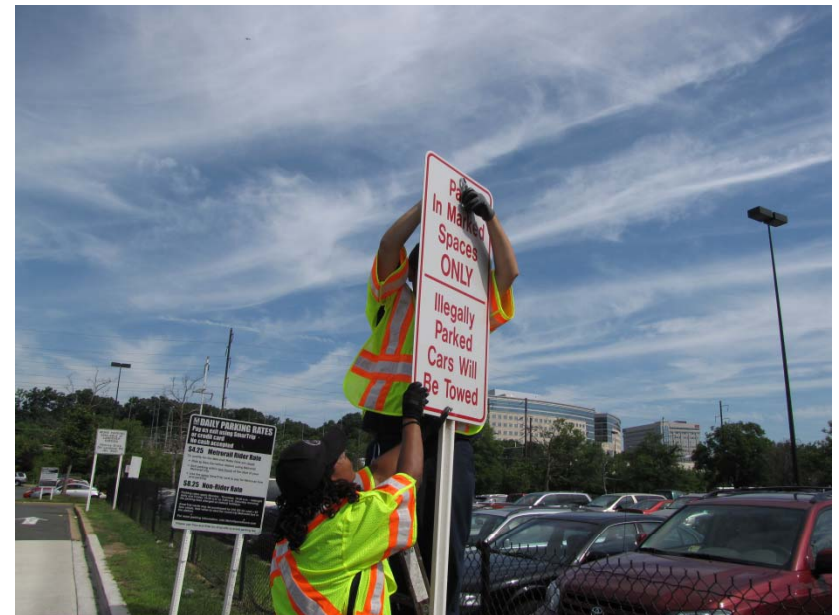






## “Mini” Enhancement Tasks (Continued)

- Paint exterior surfaces (parking lot and lollipop light poles, bus shelters, sign posts, bike racks/lockers, parking booths, curbing, etc.)
- Fabricate, install/repair signs (on pylons, doors, kiosks, trash receptacles, parking lots and bus shelters, etc.)

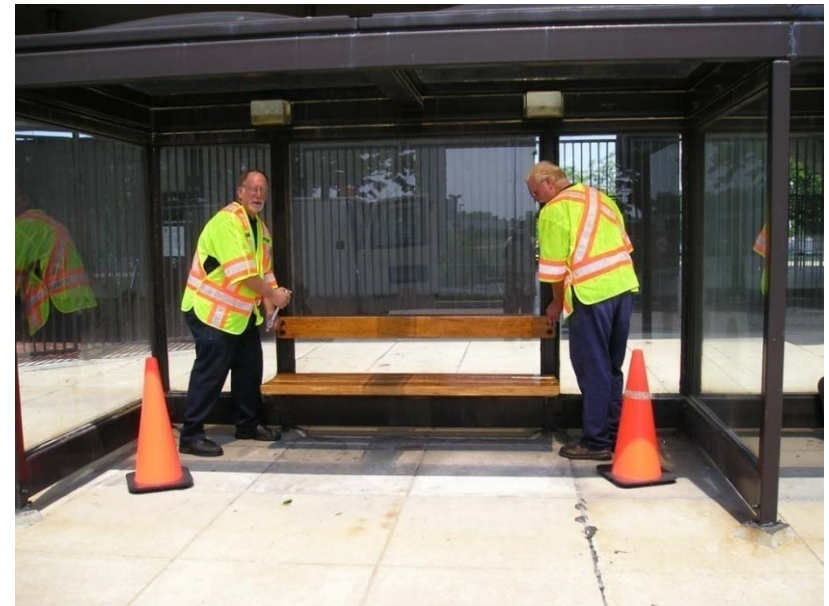




## “Mini” Enhancement Tasks (Continued)

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- Refinish bus and station platform shelter benches (resurface wooden benches and apply clear coating)
- Spot finish bronze surfaces (escalators, elevator housings/cabs/doors, entrance pylons, handrails, etc.)





# “Major” Enhancement Tasks

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The following tasks are performed, in addition to those identified for the “mini” enhancement:

- Pressure wash coffered ceilings and walls
- Paint interior surfaces (coffer panels, ceiling panels, track bed grates)





## “Major” vs “Mini” Enhancement

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- The “major” enhancement takes about 3 months, which is approximately 25% longer than a “mini” enhancement.
- The time spent in each station varies, depending upon:
  - the number of entrances at a station (from 1-4)
  - the platform configuration (i.e., center, split, bi-level)
  - whether it is above ground or below ground
  - track rights/access





# Challenges

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Cleaning station walls



Rebronzing elevators,  
escalators, exterior pylons,  
and handrails



# Challenges

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Restoring deteriorated and corroded bus/platform shelters



# Challenges

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Replacing faded/damaged signs

- Maintain 127,500 signs/graphics
- Maintain 2.6 million square feet of paver tiles (equivalent to 20.5 dual lane roadway miles)



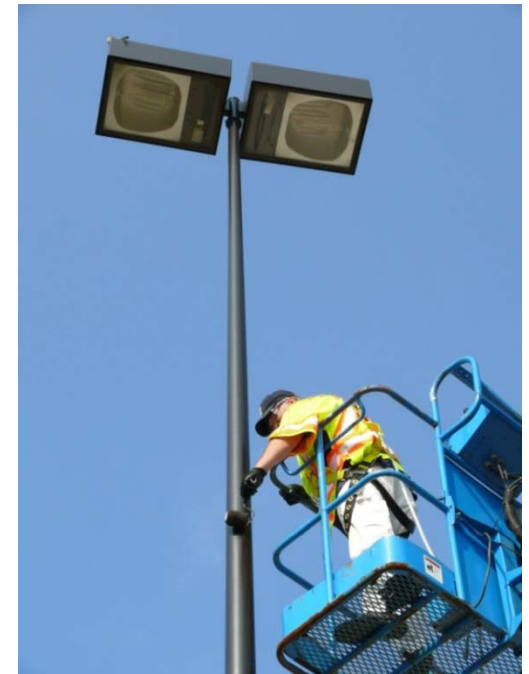
Replacing broken tiles





# Work in Progress

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# FY2009 Station Enhancement Schedule

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Enhancements were completed at the following stations:

## Major Enhancements

Archives  
Benning Road  
Braddock Road  
Capitol Heights  
Cleveland Park  
Dupont Circle  
Georgia Avenue  
King Street  
Largo Town Center  
Morgan Boulevard  
New York Avenue  
Van Ness

## Mini Enhancements

Cheverly  
Farragut West  
Federal Triangle  
Huntington  
Landover  
L'Enfant Plaza (Upper)\*  
L'Enfant Plaza (Lower)\*  
McPherson Square  
Mt Vernon Square  
National Airport  
New Carrollton  
Rosslyn

\* L'Enfant Plaza, Gallery Place, Metro Center and Fort Totten are counted as 2 stations because they are transfer stations with upper and lower levels.



# FY2010 Station Enhancement Schedule

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Enhancements will be completed at the following stations:

## **Major Enhancements**

Dunn Loring  
East Falls Church  
Eisenhower Avenue  
Forest Glen  
Medical Center  
Potomac Avenue  
Twinbrook  
Shady Grove  
Wheaton  
White Flint  
U Street  
Vienna

## **Mini Enhancements**

Ballston  
Bethesda  
Brookland  
Court House  
Foggy Bottom  
Franconia-Springfield  
Friendship Heights  
Rockville  
Shady Grove  
Smithsonian  
Virginia Square  
Woodley Park



## Customer Benefit

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- Preserves Metro's investment
- Helps to restore the station to its original character
- Improves the customers' perception of the system
- Serves as an important component of our service delivery package
- Identifies and corrects potential safety concerns
- Supports Metro's strategic goals