



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

**Board Information Item IV-E**

**September 24, 2009**

## **Elevator and Escalator Maintenance Program**

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:**

Elevator/Escalator Maintenance Program

**PURPOSE:**

To provide the Board of Directors with information on Metro`s Elevator and Escalator maintenance and rehabilitation programs.

**DESCRIPTION:**

The Office of Elevators and Escalators (ELES) provides a complete program to maintain and improve elevator and escalator service throughout the rail system; engineer quality and safety improvements for the equipment; communicate with customers about elevator and escalator safety and outages; and support the training of ELES apprentices.

Metro employees, in 205 budgeted positions ranging in title from apprentice, to journeyman, to supervisor, are responsible for 534 escalators and 226 elevators in 83 stations, as well as 39 elevators in non-revenue facilities. Under contract, an additional 55 escalators and three elevators are maintained in three stations.

ELES also manages contracts for elevator and escalator rebuilding and rehabilitation work under the Capital Improvement Program. Annually 15 elevators and 30 escalators are rehabilitated under this program.

**FUNDING IMPACT:**

This item is for information only to update the Board of Directors on a previously approved program.

**RECOMMENDATION:**

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



**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**

# **Elevator/Escalator Maintenance Program**

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## Building the In-House Program

- 2004, Metro moves to build an in-house maintenance program - per Blue Ribbon Panel recommendation.
- 2010, in-house mechanics will maintain all 273 elevators and 588 escalators.
- Benefits:
  - Improved control over cost
  - Greater scheduling flexibility





# Technician Training

- Metro's recruitment strategy for this specialized skill set includes significant in-house **training and development initiatives:**
  - Training Lab
  - Comprehensive apprentice training program
  - Refresher training for journeymen
  - Emergency Response Training
  - Partnership with Cardozo High School
  - Total of 60 apprentice graduates with 20 current enrollees





## System Maintenance

- Preventive maintenance is performed **continuously** throughout the system
- In addition, our Capital Improvement Program(CIP) refurbishes 15 elevators and 30 escalators annually
- Metro's CIP extends the useful life of escalators by an additional **20 years**





# Capital Improvement Projects

Station	Escalator	Finish Date	Customer Alternatives
Crystal City	Entrance #1	10/2/2009	1 of 3 & Elevator Across Street
Potomac Avenue	Entrance #2	10/13/2009	1 of 3 & Elevator
Court House	Platform #8	10/20/2009	1 of 2 & Elevator
Virginia Square	Platform #5	10/26/2009	1 of 2 & Elevator
Ballston	Platform #7	11/2/2009	1 of 3 & Elevator
Gallery Place	Platform #11	11/24/2009	1 of 4 & Elevator
Clarendon	Platform #7	12/10/2009	1 of 2 & Elevator
Friendship Heights	Platform #6	12/18/2009	1 of 3 & Elevator
Medical Center	Platform #4	12/24/2009	1 of 2 & Elevator



# Continuous Improvement

- Our maintenance team is committed to continued improvements in system safety and reliability
- Current system-wide campaigns include:
  - Comb Plates
  - Hand Rail Systems
  - Step and Axle Rollers
  - Design Criteria
  - Specifications
  - Dulles







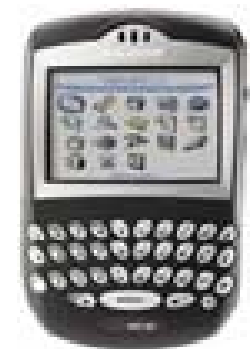
# Customer Communication

- Outage Alerts
  - Passenger Information Displays
  - Station Announcements
  - E-mail, text message alerts
  - Website
  - Signs

Location	Status	Out of service as of	Expected return to service
<b>MASSACHUSETTS AVE. ENTRANCE TO UNION STATION SHOPS</b>			
Escalator between street and mezzanine	out of service	10/25/2004	04/28/2005
Escalator between street and mezzanine	out of service	01/27/2005	04/28/2005
Escalator between street and mezzanine	operating		
Escalator between street and mezzanine	operating		
Escalator between street and mezzanine	operating		
<b>1ST STREET, NW/AMTRAK STATION ENTRANCE</b>			
Elevator between Amtrak station and mezzanine	operating		
Elevator between platform and mezzanine	operating		
Escalator between Amtrak Station and mezzanine	operating		

**ELEVATOR OUTAGES**  
**Federal Triangle**  
**shuttle**

**To request a**  
**shuttle see**  
**Station Mgr. or**  
**call 202-962-1825**





# Safety Features and Initiatives

- Advertising Campaign that includes brochures, signs, and station announcements to the riding public
  - Footwear
  - Escalator etiquette and safety
- Enhanced lighting along travel path
- Auto Dispatch Circuit
- Safe-T-Ride Program



## WHAT DO THEY HAVE IN COMMON?

You wouldn't know by looking at it, but an escalator — like an alligator — can do some pretty serious damage to whatever gets in its way. Without warning. Without mercy. So don't be fooled by an escalator's mild-mannered appearance.

### RIDE SMART:

- Keep your feet away from the edges.
- Raise your feet as you step on and off.
- Never sit on the steps.
- Keep loose clothing or shoelaces away from the moving parts.



*Actual shoes that have tangled with a Metro escalator. And lost.*

