



**Customer Service, Operations and Safety Committee**

**Board Action Item III-B**

**November 9, 2006**

**Elevator and Escalator Signage**

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

Action  
 Information

MEAD Number:

Resolution:  
 Yes  No

**PURPOSE**

To adopt a resolution pertaining to elevator and escalator signs posted during outages.

**DESCRIPTION**

On October 12, 2006 an update on our current policies and practices related to information provided for elevator and escalator outages was presented to the Committee. To ensure our customers receive timely information, the Authority will provide accurate information regarding elevator and escalator outages within a reasonable period of time, i.e., within 24 hours of the outage.

The information packet from October 12, 2006 is included as an attachment.

**FUNDING IMPACT**

All funding required for purchasing and maintaining signs are included in the current Operating and Capital Improvement Budgets.

**RECOMMENDATION**

It is recommended that a resolution be adopted outlining the time period for elevator and escalator outage signage.

PRESENTED AND ADOPTED:

SUBJECT: ELEVATOR AND ESCALATOR SIGNS

PROPOSED  
RESOLUTION  
OF THE  
BOARD OF DIRECTORS  
OF THE  
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

WHEREAS, The Washington Metropolitan Area Transit Authority (WMATA) provides transportation services vital to the residents of the region; and

WHEREAS, WMATA operates 263 elevators and 588 escalators in their 88 rail stations which provide over 1.5 million trips per day on vertical transportation equipment; and

WHEREAS, On average 40 to 45 WMATA elevators and escalators are out of service at any one time; and

WHEREAS, The Washington metropolitan region desires timely and accurate information concerning the operating status of WMATA's elevators and escalators; and

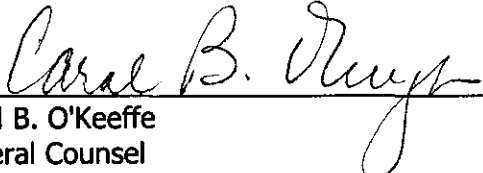
WHEREAS, WMATA desires to provide safe, clean, reliable service to the Washington metropolitan region; and

WHEREAS, Accurate information is an important component of that service; now, therefore be it

*RESOLVED*, That WMATA will make every effort to provide signs and other communication concerning elevator and escalator outages within a reasonable period of time and in no case later than twenty-four (24) hours after the outage; and be it finally

*RESOLVED*, That this Resolution shall be effective immediately.

Reviewed as to form and legal sufficiency,

  
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Carol B. O'Keeffe  
General Counsel

Washington Metropolitan Area Transportation Authority  
Board Action/Information Summary

<input type="checkbox"/> Action <input checked="" type="checkbox"/> Information	MEAD Number: N/A	Resolution: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**PURPOSE**

The purpose of this summary is to update the WMATA Board of Directors on the present policies and practices pertaining to customer notification of elevator and escalator outages. It is WMATA's goal to have appropriate signage whenever a unit is out of service.

**DESCRIPTION**

WMATA operates 588 escalators and 263 elevators within the transit system's 88 stations. On average 40 to 45 units are out of service at any one time. When a unit is not operational, there are several methods used to provide our customers with useful information about the outage.

**Electronic Messages**

All elevator outages are listed on Passenger Information Displays (PID's), along with necessary shuttle information at each station entrance. Customers may also find elevator/escalator outage information on the WMATA website ([www.metroopensdoors.com](http://www.metroopensdoors.com)) in a few different formats. Customers may also subscribe to email notifications of elevator outages.

**Signage**

Depending upon the reason for the outage, there are various signs posted. If a unit is being rehabilitated (average 17 weeks), signs are posted at the top and bottom of the escalator. These signs include an explanation of the type the work and the return to service date. If a unit is out for a callback, maintenance or repair, different types of signs are posted. These signs also include a return to service date when applicable. In certain circumstances, additional signs are

posted on rail platforms and/or station entrances to provide advance notice and special instructions to customers impacted by an outage at that station.

### **Existing Procedure**

There are currently two Station Standard Operation Procedures (SSOP's), which cover the topic of signs on elevators and escalators. The purposes of these SSOP's are to provide guidelines and procedures for operating elevators and escalators, including the posting of signs, for units out of service.

When an operating unit is removed from service by a journeyman (for rehabilitation or repair), it is the journeyman's responsibility to ensure the proper signs, which include a projected return date, are displayed.

If a unit breaks down, it is the Station Manager's responsibility to post the proper signs. When a mechanic arrives to service the unit, and it is returned to service, the signs are removed. If the unit cannot be returned to service, it is the journeyman's responsibility to provide the correct return to service date on the posted signs. As detailed in the SSOP's, during their routine station inspections, the Station Manager's shall ensure proper signs are in place.

During a long-term outage, it is the responsibility of the journeymen and apprentices, ELES Supervisors, Rail Supervisors, Station Managers and the ELES Operations Center (EOC) to ensure the posted signs contain the latest return to service date.

### **Improvements**

Currently improvements are needed. Some signs and sign holders are missing. There are no permanent signs in holders for elevators, similar to those for escalators. There are delays posting signs in some areas. We are currently working on improvements. Additional signs and holders are being purchased to replenish the existing supply, and to provide permanent signs for elevators. Station Managers are being instructed to post signs immediately. Station managers are also being required to inspect and report on elevator escalator operating status and signage at regular intervals. EOC is required to verify signs are posted and dated for units not able to return to service.

### **FUNDING IMPACT**

All funding required to purchase and maintain signs are currently included in the current Operating and Capital Improvement Budgets.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

SSOP #7 - ELEVATORS

7.1 **Purpose and Scope**

The purpose of this SSOP is to establish the proper procedure that must be followed in order to provide a safe environment for the customers who must use the elevators in WMATA rail stations.

7.2 **Background**

The WMATA elevators operate as a collective selective system. The car landing control push buttons can be overridden (disabled) at the remote kiosk control panel. When disabled, only the set of push buttons on the kiosk panel controls car movement. When the cars are not in the override "mode", they may be operated automatically by the customer.

7.3 **Supervisor's Responsibilities**

Supervisors shall ensure that all Station Managers working within his/her sector are familiar with the procedures covered in this SSOP. Supervisors shall check the operational status of all elevators when visiting stations within his/her sector. If an elevator is found to be out of service, Supervisors shall take the following actions:

- A. Check to ensure that the correct Elevator Outage signs have been placed on the problem unit;
- B. Check with the Station Manager on duty to determine the nature of the problem;
- C. Check the Station log book and the ELES Log Book to ensure that a failure number has been obtained;
- D. Immediately report to the Division Chief Rail Operations Supervisor all failures that remain uncorrected for more than 48 hours. Also make note on daily road sheets; and
- E. Assure that uncorrected elevator discrepancies appear on the "Elevator Condition form.

7.4 **Station Manager's Responsibilities**

Station Managers shall conduct inspections at the listed times on the Daily Elevator Condition Log. Daily Elevator Condition Logs are to be appropriately filled out and signed by Station Managers and Supervisors. Daily Elevator Condition Logs are not to be filled out in advance or at end of shift.

These inspections will consist of:

- A. Inspection of all elevator to insure the intercom is operational, cleanliness and are free of graffiti.
- B. Call extension 1212 to retrieve the current system elevator outages and update the ELES Service Board.
- C. Ensuring, if appropriate, signs are in place indicating the location of the shuttle service. Also, special signage for transfer stations and dual elevator stations from platform to mezzanine or mezzanine to street level must be in place.
- D. Updating the Station Managers' Log and the Daily Elevator Condition Log.

7.5 Whenever an elevator is found to be inoperative, malfunctions, has physical damage or graffiti Station Managers must immediately notify MOC x2993 and OCC and give a full account of the problem especially noting whether the intercom is operational.

Station Managers also must:

- A. Update the Station Managers' Log and the Daily Elevator Condition Log.
- B. Update the ELES Service Board if the elevator is placed out-of-service.
- C. Ensure signs are in place indicating the location of the shuttle service; Special signage for transfer stations and dual elevator stations from platform to mezzanine or mezzanine to street level, must be in place.
- D. Rail Transportation Supervisors on a daily bases are required to verify completeness of Daily Elevator Condition Logs to include signatures. Rail Transportation Supervisors are required to collect the Daily Elevator Condition Logs for all stations within his/her sector at the end of each week, and deliver them to the Division Clerk. The Division Clerk is responsible for filing the logs after entering all pertinent information into the established database.
- E. The Division Clerk must maintain permanent Master Logs for each station of all submitted Daily Elevator Condition Logs.

7.6 Whenever an Elevator is "OUT OF SERVICE" the "MetroWorks Improvement Zone Ahead" signs must provide timely information indicating the estimated date the unit(s) will be back in service.

- A. The ELES mechanics will be responsible for placing the initial estimated return to service date on the “MetroWorks Improvement Zone Ahead” signs.
- B. Station Managers shall check the return to service date on the “MetroWorks Improvement Zone Ahead” sign during their AM and PM standard station inspections.
- C. If the return to service date has passed and the elevator is still out of service, the Station Manager shall contact ELES/EOC (X5140) for a new return to service date.
- D. Once the Station Manager has been informed of the new return to service date, the new date must be placed on the “MetroWorks Improvement Zone Ahead” sign.
- E. Station Managers are to contact ELES/EOC (X5140) when an elevator is barricaded without a “MetroWorks Improvement Zone Ahead” sign.
- F. All barricaded elevator units that are out of service must have a “MetroWorks Improvement Zone Ahead” sign in front of it with correct return to service date posted.
- G. During station visits, Rail Operations Supervisors are to ensure that the return to service date is correct or has not passed. If a date has passed or is incorrect, the supervisor must take the necessary steps to correct the discrepancy immediately and record the information on his/her supervisor road sheet.

## 7.7 **Opening Stations**

When opening stations, Station Managers shall check Station log book and the ELES log book to verify status of unit then place all operational elevators IN SERVICE and functionally test their operational status by utilizing the following test procedure:

- A. If the OUT OF SERVICE push-button is operational on the kiosk control panel, press the illuminated button and AC power will be supplied to the unit when the indicator light goes out. If the OUT OF SERVICE button has been disabled, begin with Step "B".
- B. Take the elevator out of the OVERRIDE mode by pressing the illuminated override button. This will activate all passenger operated elevator controls.
- C. Press the appropriate LANDING call button (1, 2 or 3) and check for the movement of the elevator car.
- D. Check the operational status of the customer operated controls located at the Hall Station and inside the elevator car. If they fail to function properly, the elevator



must be placed in the OVERRIDE mode and operated from the kiosk control and display panel. Notify OCC / MOC and make note in Log Book.

7.8 **P.M. pre-closing test:** Between 11:30 p.m. and closing, Station Managers shall test all elevators to ensure that they are functioning properly. Station Managers shall record the status of each elevator in the Elevator/Escalator section of the Station Manager's Log. Station Managers shall include:

- A. The number of each unit tested (i.e. elevators nos. 1, 2 and 3.
- B. Time of Test.
- C. The condition of each elevator
- D. His/Her initials.

E. Place results on Elevator Condition Log

7.9 **Closing Stations:** When closing stations, Station Managers shall place all elevators in the OVERRIDE mode utilizing the following procedures:

- A. Bring all elevators to the mezzanine level;
- B. Make an announcement inside each elevator car, by pressing the car button for each elevator and the "press to talk" button on the kiosk control panel, and indicate the station is closed and all customers must exit the elevator and leave the station; and
- C. Open all elevator doors at mezzanine level and, visibly check for customers inside.

# WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

## SSOP #9 - ESCALATOR OPERATIONS

### 9.1 **Purpose and Scope**

The purpose of this SSOP is to establish the proper procedure that must be followed when starting and stopping escalators.

### 9.2 **Station Manager's Responsibilities**

All escalators not out of service with a mechanical problem or from an accident/incident, shall be operated, either up or down. After review of the Station log book and the ELES log book, operable escalators found not running shall be started, and the incident reported to OCC.

Station Managers are responsible for starting and stopping escalators in their stations. Escalators shall be inspected by the Station Manager(s) opening the station to ensure that all glass, metal or other foreign objects are removed before the unit is placed in service. Prior to starting any unit Station Managers shall check Station log book and the ELES log book to verify operating status of unit. Station Managers shall make periodic visual checks of all escalators in order to determine their operational status and continue to monitor their status by checking the escalator display panel located in the kiosk. OCC will be notified of all inoperable escalators. OCC will also be informed when unit is returned to service.

### 9.3 **Supervisor's Responsibilities**

Supervisors shall ensure that all Station Managers working within his/her sector are familiar with the procedures covered in this SSOP. Supervisors shall check the operational status of all escalators when visiting stations within his/her sector. If an escalator is found to be out of service, the Supervisor shall take the following actions:

- A. Check with the Station Managers on duty to determine the nature of the problem;
- B. Check the Station log book and the ELES log book to ensure that a failure number has been obtained; and
- C. When necessary, contact the EOC (X5140) Supervisor to find out when repairs will be completed.

### 9.4 **Chief Rail Operations Supervisor's Responsibilities**

Chief Rail Operations Supervisors\_ shall ensure that all Supervisors and Station Managers have a copy of this SSOP and any other rule or regulation pertaining to the operation of escalators.

#### 9.5 **Escalator Operating Instructions**

The switch for starting and stopping the escalators will always be located to the left as you face the escalator (except for escalators at Rosslyn, Dupont Circle and any others over 90 feet long). The control stations for starting escalators will always be at the landing closest to the kiosk. Glass escalators will be equipped with a pedestal style control station.

- A. Do not start the escalator prior to checking the Station log book and the ELES log book or if there is any evidence of damaged comb plates, steps, panels gaps or handrails .
- B. To run escalator "up", turn top switch to right.
- C. If it does not start, turn bottom switch to right and repeat step.
- D. To run escalator "down", turn top switch to the left. If it does not start, repeat step
- E. To stop, turn bottom switch to left.
- F. Except in an emergency, an escalator shall never be started or stopped while someone is standing on it.
- G. Anytime unusual noises are heard such as scraping, grinding or clanking while the escalator is operating, or if handrail is not tracking properly, the escalator shall be shut off immediately.
- H. Once an escalator failure has been reported, Station Managers shall contact MOC x2993 and OCC x1970 a second time, if the escalator has been out of service for more than a hour and the escalator mechanic has not responded to the station. A notation of the second call shall be placed in the Elevator/Escalator comment section of the Station Manager's Log which includes the time, date and MOC dispatcher's name.

#### 9.6 **Stopping Escalators in Emergency Situations**

- A. In cases where an emergency stop is required, the EMERGENCY STOP BUTTON shall be used to shut off the escalator. The emergency stop buttons are located on the right hand lower skirt directly under the "handrail return" at the top and bottom of the escalator.

- B. To operate, raise the spring loaded plastic cover and press the red button. An audible alarm will sound when the cover is raised. The alarm will stop when the cover is returned to the normal position.

## 9.7 **Escalator Accidents**

### A. **Rail Supervisors**

Rail Operations supervisors shall ensure that:

1. escalator accidents are properly documented with failure numbers.
2. OCC/MOC has been notified.
3. the unit is blocked off when appropriate.
4. that medical assistance has been requested; and,
5. that a detailed chronological report is submitted.

### B. **Station Managers**

1. Offer assistance to the injured person and contact OCC for an ambulance, if necessary.
2. Furnish OCC with details of the accident or injury.
3. Notify MOC x2993 that an accident has occurred on an escalator and furnish the following information: station name, mezzanine number, escalator number and time accident or injury occurred.
4. Complete an Accident/Injury Report Form with four (4) copies, two (2) copies to be left in the kiosk for the escalator inspector.

NOTE: Based on an agreement between WMATA and elevator/escalator inspection enforcement agencies for Maryland, the District of Columbia and Virginia, it is not necessary to take a properly operating escalator out of service for inspection after a minor accident or incident where the customer involved is not seriously injured and transported by emergency medical services.

All escalator accidents and incidents must be reported to the OCC Passenger Operations Supervisor on ext.1970. The Passenger Operations Supervisor will then determine whether or not the escalator involved in the incident/accident should be taken out of service.

## 9.8 **Smoke Emitting from an Escalator**

A. Station Manager's Responsibility

Whenever smoke is observed or reported emitting from an escalator, escalator side panels or floor plates, the following action shall be taken:

1. Stop customers from using the escalator.
2. Stop escalator immediately after last customer has exited the escalator using the key switch or the emergency stop button.
3. Block off the escalator. Do not allow the escalator to be used as a stairway.
4. Notify OCC of the incident and request fire department if conditions warrants.
5. Obtain a failure number from the MOC and log it in the Station log book.
6. Keep the unit out of service and blocked off until an escalator mechanic has inspected the unit and released it for service.

9.9 **Escalators Placed Out of Service for Preventive/Rehabilitative Maintenance**

- A. Whenever an escalator is “OUT OF SERVICE”, the “MetroWorks Improvement Zone Ahead” signs must provide timely information indicating the estimated date the unit(s) will be back in service.
- B. The escalator mechanics will be responsible for placing the initial estimated return to service date on the “MetroWorks Improvement Zone Ahead” signs.
- C. Station Managers shall check the return to service date on the “MetroWorks Improvement Zone Ahead” sign during their AM and PM standard station inspections.
- D. If the return to service date has passed and the escalator is still out of service, the Station Manager shall contact OCC/POS for a new return to service date.
- E. Once the Station Manager has been informed of the new return to service date, the new date must be placed on the “MetroWorks Improvement Zone Ahead” sign.
- F. Station Managers are to contact OCC/POS when an escalator or elevator is barricaded without a “MetroWorks Improvement Zone Ahead” sign with proper Return To Service date displayed.
- G. All barricaded escalator units that are out of service must have a “MetroWorks Improvement Zone Ahead” sign in front of it with proper Return To Service date displayed.

- H. During station visits, Rail Operations Supervisors are to ensure that the return to service date is correct or has not passed. If a date has passed or is incorrect, the supervisor must take the necessary steps to correct the discrepancy immediately and record the information on his/her supervisor road sheet.

#### 9.10 **Escalator Operation During Special Events or Unanticipated Large Crowds**

The purpose of this procedure is to establish guidelines for escalator operation in passenger stations where large crowds may cause backups for an extended period of time. Special events that cause backups may include marches, rallies, sporting events, concerts, and holiday celebrations such as the Fourth of July. This procedure applies to all Metrorail Stations where overcrowding is experienced whether anticipated or unanticipated.

- A. Station Managers shall check to ensure that the escalator mechanic assigned to the station is present, has inspected the equipment and performed locking operation if required.
- B. When back ups occur on escalators, customers shall be stopped from boarding until the back-up clears and then metered onto the escalator(s) single file. Station Managers shall coordinate these actions with MTPD personnel who will assist in the effort to control customer flow.
- C. Station Managers shall immediately inform OCC of any situation which would prevent the escalators from being configured as described above, and whenever any unanticipated overcrowding is experienced.

#### 9.11 **Operating Configurations for Stations Having Inoperable Escalators**

##### A. **Senior Supervisor's Responsibilities**

The Senior Supervisors shall ensure that:

1. all Supervisors and Station Managers are knowledgeable of the procedures.
2. the guidelines set forth in this SSOP are enforced.

##### B. **Supervisor's Responsibilities**

The Supervisor shall ensure within his/her sector that:

1. all Station Managers are knowledgeable of the procedures.
2. the guidelines set forth in this SSOP are enforced.

##### C. **Station Manager's Responsibilities**

Station Managers shall use the following operating configuration when one or more escalators are inoperable:

1. Side by Side Escalator Layout - The operable escalator shall be placed in the up direction unless the unit will not ascend due to mechanical problems.
2. Staggered Escalators (one behind the other) - The operating configuration should not be changed when one of the escalators becomes inoperable.
3. Escalators and Stairways Side-by-Side - The operable escalator shall be placed in the up direction unless the unit will not ascend due to mechanical problems. The exception to this is when the majority of customer flow is in the downward direction.