

**Riders' Advisory Council  
Metrorail Subcommittee  
July 9, 2008**

I. Call to Order:

Mr. Cerny called the meeting to order at 6:33 p.m. The following members of the Riders' Advisory Council's Metrorail Subcommittee were present:

Steve Cerny, Chairman, Fairfax County  
Penny Everline, Arlington County  
Rachelle Olden, District of Columbia  
Kaiya Sandler, Montgomery County  
Lillian White, City of Alexandria  
Diana Zinkl, District of Columbia

The following members were not present:

Patrick Sheehan, At-Large/Elderly and Disabled Committee Chair

II. Public Comment:

There were no comments from the public.

III. Approval of Agenda:

Without objection, the agenda was approved as presented.

IV. Elevator/Escalator Program:

Dave Lacosse, Director of Metro's Office of Elevators and Escalators gave a brief presentation on Metro's elevator and escalator maintenance and rehabilitation program.

Mr. Lacosse noted that currently, Metro's elevators and escalators are maintained by both Metro and contract employees, however, there is a goal for Metro to eventually maintain all of its own elevators and escalators. He noted that Metro took over responsibility for additional escalators on July 1, 2008 with the beginning of the new fiscal year.

Mr. Lacosse then discussed Metro's elevator and escalator rehabilitation program. He noted that elevators and escalators were selected for inclusion in the program based on their age and their performance. He explained that an elevator rehabilitation takes between 10 – 20 weeks, while an escalator rehabilitation can take between 10 – 26 weeks, though they can, at times, take longer.

He also explained why Metro staff is unable to work 24 hours/day to repair and rehabilitate elevators and escalators. Mr. Lacosse noted that Metro is unable to do this because of a lack of personnel, which may ease with the recent slowdown in the construction industry. He also explained that, because of safety concerns, one specific

crew handles the rehabilitation of an escalator from beginning to end to ensure that no steps in the process are missed or overlooked.

Mr. Lacosse then gave an overview of ongoing escalator and elevator rehabilitation projects.

He also touched on elevator and escalator maintenance. Mr. Lacosse explained that Metro usually has approximately 40 escalators and 6 elevators out-of-service at any one time, and explained the difference between scheduled and unscheduled outages. Mr. Lacosse noted that Metro's escalator availability is 93% and its elevator availability is 97%. He then took questions.

Ms. Olden said that she didn't think that the escalator safety message comparing an escalator to an alligator is effective and that it is too wordy. Ms. White said that she thinks the ad would be "terrifying" to small children.

Ms. Olden left the meeting at 7:18 p.m.

Ms. Whites asked Mr. Lacosse whether or not he thinks he has enough supervisors on his staff to get work performed. Mr. Lacosse responded that Metro is operating according to industry standards.

Ms. White suggested providing the public better explanations about ongoing elevator and escalator repairs.

Mr. Cerny asked about the potential for escalator failures that could span two rush periods – for example, if an escalator broke down during the afternoon, it would be out of service for the afternoon rush hour and then again the next morning. Mr. Lacosse said that most escalator repair work occurs either between 9 a.m. and 4 p.m. or after 7 p.m., which would allow for escalators that break down to be fixed following the evening rush hour.

V. PIDS (Passenger Information Display Signs) Changes:

Doug Karas, from Metro's Office of Strategic Communications gave an overview of proposed revisions to Metro's PIDS communications in the event of an emergency or other service disruption. He said that the new message format was designed to give riders more specific information about disruptions and estimates for how long it would take for service to return to normal after the disruption is cleared. He said that the signs would also provide information about alternate service.

Mr. Cerny asked for a timeline of when these changes to the PIDS would be up and running. Mr. Karas said that he hoped that the changes would go into effect in one to two months.

A suggestion was also made to include information about major bus service outages on the PIDS.

Mr. Karas noted that Metro can only make and post estimates of the amount of time it will take before disruptions are cleared if the public is willing to accept that these are still only estimates and may not be entirely accurate. He said that if there is a public backlash against inaccurate estimates made in good faith, Metro will be much less likely to make such estimates in the future. Mr. Cerny added that he thinks that the more information provided to customers, the better.

VI. Adjournment:

Without objection, Mr. Cerny adjourned the meeting at 7:56 p.m.

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