

**Riders' Advisory Council  
Metrorail Subcommittee  
September 10, 2008**

I. Call to Order/Roll Call:

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

Steve Cerny, Chair, Fairfax County  
Nancy Iacomini, Arlington County  
Kaiya Sandler, Montgomery County  
Lillian White, City of Alexandria  
Diana Zinkl, District of Columbia

II. Public Comment:

Mr. Cerny then asked if there were any members of the public who wished to make comments.

Teresa McGervey of Arlington County said that she noticed recently that the notification for passengers – both on the Metro website and on PIDS signs – regarding the outage of one of the elevators at the Anacostia station didn't specify whether the elevator was on the garage side or the bus bay side of the station. She explained that, since there are two entrances, and the elevator outage was on the garage side, passengers requiring an elevator to access the bus bay entrance to the station may have thought that their elevator was out of service when it wasn't, requiring them to take an unnecessary shuttle bus trip from the Navy Yard station.

Ms. McGervey also said that she felt that there is a lack of signage displayed regarding this weekend's planned closure of the Yellow Line bridge over the Potomac River. She said that she felt that signs should be displayed in all stations, not just those on the Yellow Line, because rail riders frequently connect between Metrorail lines.

Mr. Cerny thanked her for her comments.

III. Approval of Agenda:

Without objection, the agenda was approved as presented.

IV. Approval of July 9, 2008 Meeting Minutes:

Mr. Cerny deferred the approval of the previous meeting's minutes because they had not been distributed prior to the meeting.

V. Plant Maintenance Overview:

Mr. Cerny introduced Paul Gillum, the head of Metro's Office of Plant Maintenance (PLNT). Mr. Gillum had come to provide an overview of PLNT's functions and responsibilities.

Mr. Gillum then explained that PLNT is responsible for maintaining Metro's facilities, including 240 buildings and over 4,000 pieces of large equipment. He added that in addition to station maintenance responsibilities, PLNT is responsible for many other infrastructure items, including 43 stormwater maintenance ponds.

Mr. Gillum also noted that while PLNT is headquartered at Metro's Carmen Turner Facility in Landover, it has offices spread throughout the system to minimize its response time. He told members that PLNT has a staff of 585 people, not including subcontractors, and its employees are from a wide variety of crafts. Mr. Gillum said that PLNT's total operating budget was \$58 million for this year.

Mr. Gillum then continued by giving an overview of Metro's Station Enhancement Program, explaining that the Station Enhancement Program is the only time that Metrorail stations get a deep cleaning. He said that each station has either a mini-enhancement or full enhancement every 3.75 years, alternating between the two. In response to a question from Mr. Cerny, Mr. Gillum explained that the difference between a mini-enhancement and a full enhancement was that in a mini-enhancement, staff does not rehab employees-only areas, such as break rooms.

Mr. Gillum explained that Metro has problems with brake dust and concrete dust that is blown into its rail stations, making them appear dirty. In response to a question from Mr. Cerny, Mr. Gillum explained that ceiling tiles are not replaced as part of the Station Enhancement program, though they are painted. He said that replacement of ceiling tiles is part of Metro's Capital Improvement Program.

Mr. Gillum then said that he would take questions. Mr. Cerny suggested on just going around the table for members to ask their questions.

Ms. Iacomini asked about PLNT's responsibility for fabricating signs, specifically public hearing notices. Mr. Gillum responded that PLNT fabricates signs in stations, but does not do signage in railcars or buses – those are the responsibility of Rail or Bus staff. Ms. Iacomini also asked about signage on escalators reminding passengers about Metro policy prohibiting eating, drinking and smoking on the system. Mr. Gillum explained that these signs were not permitted under code and were removed from Metro escalators over time.

Ms. Iacomini also asked about daily cleaning responsibilities, which Mr. Gillum explained was transferred over to Rail staff a few years ago. She also asked whether or not Metro has begun installing the new style of platform tiles to replace ceramic tiles. Mr. Gillum said that Metro has not yet changed out any tiles but is developing a 2' x 2' cement tile for platform replacement work at outdoor stations. He said that the life expectancy for platform tiles at outdoor stations is 5 years, but that Metro doesn't have a program for replacing those tiles.

Ms. Iacomini's final question concerned the Station Enhancement at Judiciary Square. She said that she has noticed an odor ever since work was done to the station. Mr. Gillum

said that the cause was most likely a backed-up drain and not the result of the enhancement work. He said that, in such situations, Ms. Iacomini should contact PLNT to report that kind of problem and that his staff would investigate and make necessary repairs.

Ms. Zinkl asked if PLNT was responsible for Metro's utility usage as part of its maintenance of Metro facilities. Mr. Gillum explained that Metro had contracted with PEPCO to do an energy audit of the Authority's facilities and it came back with recommendations to for the Authority to save money by doing things like installing solar panels, increasing its recycling, changing out lights at its headquarters building, etc. He the discussed the trade-offs between low-energy products and the increased maintenance that they sometimes require compared with more traditional products.

Ms. Zinkl then asked about how station enhancements were scheduled. Mr. Gillum explained that the enhancement projects are scheduled on a strictly mathematical rotating basis such that every station receives enhancement activities ever 3.75 years and directed members to the schedule of station enhancements he had included at the end of his presentation. He said that, because when the Station Enhancement Program was first begun, Metro started with its oldest stations, which were mainly grouped along the Red Line, and then just cycled through the rest of its stations, based on their age. He explained that this provided the framework for the repeating pattern. Mr. Gillum added that Metro generally works on 4-5 stations at a time, and that most work occurs between 9:30 p.m. and 6:00 a.m.

In response to a question from Ms. Zinkl, Mr. Gillum said that elevator and escalator repairs are not the responsibility of PLNT.

Ms. Sandler asked about Metro's recycling program and whether or not Metro actually recycles the newspapers that riders put into the recycling bins on the station platforms. Mr. Gillum said that yes, Metro does recycle newspapers – while custodians put both bags of both trash and recycling into their rolling bins, the bags are then separated again in the back rooms of the stations and are picked up separately. In response to a suggestion from Ms. Iacomini that trash bags and recycling bags be made different colors, Mr. Gillum said that Metro only uses clear trash and recycling bags due to security concerns. He also explained that Metro pays for separate pick-ups for trash and recycling

Ms. Sandler then asked about the responsibility for cleaning the 'M' at the top of Metro station pylons. Mr. Gillum responded that the cleaning work would be the responsibility of the rail line staff for that station, as they handle general custodial work at the stations, while any electrical work on the light bulb or wiring that backlights the 'M' would fall under the responsibility of Metro's Office of Track, Signals and Structures Maintenance (TSSM).

Ms. White asked if any station enhancement work can be done during daytime hours. Mr. Gillum said that because much of the station enhancement work involves staff working

on man-lifts, Metro doesn't perform that work when there would be passengers walking below them.

In response to a question from Ms. White, Mr. Gillum gave examples of some of the kind of repairs that his staff would undertake. He also explained how the work of PLNT, as a maintenance staff differs from the work performed under the Capital Improvement Program (CIP). He also explained that most of the work requests that PLNT receives come from other Metro employees and how that system operates. He noted that there is a backlog of approximately 400 maintenance requests at any one time throughout the Metro system, though that is down from 1200 when he began as head of PLNT.

Ms. White also asked if PLNT fabricated parts for Metro. Mr. Gillum responded that PLNT does fabricate one-of-a-kind parts and parts for elevators and escalators that Metro does not keep on hand. He described the balance between keeping an inventory of parts available and the cost of keeping several parts on hand.

Ms. White also asked for Mr. Gillum's recommendations of items that Metro should include in the upcoming iteration of its CIP. He said that he would recommend that Metro replace its ceramic platform tiles with concrete for safety reasons, beginning with outdoor stations. He noted that the tiles at indoor stations should also be replaced at some point because passengers track in rain and snow, making even indoor platforms slippery.

In response to a question from Ms. White about station air-conditioning, Mr. Gillum explained that Metrorail stations are not air-conditioned, but are equipped with chillers to keep them cooler than they would be otherwise. He noted, however, that on really hot days, the chillers are not designed to get stations much cooler than 85°.

Ms. Iacomini left the meeting at 7:37 p.m.

Mr. Cerny noted that he will not be able to attend next month's Rail Subcommittee meeting and asked if anyone would be willing to chair the meeting in his absence. Ms. Zinkl volunteered to chair the meeting. Mr. Cerny noted that Jim Hughes has asked to come and talk to the Subcommittee about the proposed realignment of some rush hour Blue trains over the Yellow Line bridge, the customer outreach that Metro has done regarding that proposal and its findings.

VI. Adjournment:

Without objection, Mr. Cerny adjourned the meeting at 7:41 p.m.