



# SPECIAL PROJECT REPORT

December 8, 2021

## Station Cleaning Inspection

The Office of Inspector General (OIG) performed a recent limited scope site inspection of Washington Metropolitan Area Transit Authority's (WMATA) Metrorail stations, associated bus loops, bus shelters, and parking garages. Given the anticipated return of more riders to the Metro system and the continuing COVID-19 concerns, OIG conducted a site inspection of 17 stations for overall, general cleanliness and appearance, operations of key components, and COVID-19 mitigation efforts – mask compliance, messaging, and the presence and operability of hand sanitizer stations located in the stations.

## **Executive Summary**

OIG conducted inspections of 17 rail stations, representing approximately 19 percent of the 91 stations across the system. With the anticipated return of more riders to the Metro system and continuing COVID-19 concerns, OIG assessed the overall, general cleanliness and appearance, operations of key components, and COVID-19 mitigation efforts. The stations were selected to represent all jurisdictions – the District of Columbia, Maryland, and Virginia – across the system's six service lines.

The results of the inspections were mixed, with some exceptions noted. While the overall appearance of the stations was mostly positive at the time of our inspections, there were some areas that could be improved upon. OIG also observed potential safety and physical security concerns. OIG is providing WMATA with the results of the inspection for management's review and corrective action.

Station appearance impacts customers' impression of the WMATA system. As customers return to the Metro system at increased rates, a clean and safe environment promotes a positive image for WMATA and helps build customer confidence; it is important that WMATA continue to ensure that all stations are clean and safe for those riding the Metro system.

## **Background**

In March 2020, the COVID-19 pandemic resulted in drastic changes in people's activities in the Capital region and the country and impacted ridership as many people reverted to telework. Telework became the mode of conducting business. The District of Columbia, Maryland, and Virginia (DMV) issued stay-at-home orders and Metro's operations moved to "essential" travel. Some stations were closed initially and have re-opened and WMATA introduced additional service as it moves through the various phases of their Pandemic Flu Plan.

Many businesses planned for the return of their workforce, either hybrid or full-time, and schools began to return to in-person learning in the Fall of 2021. Cleanliness of the stations and surrounding environs is often a customer's early impression<sup>1</sup>, and with the COVID-19 virus, it is at the forefront of many people's minds. As more riders return to

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<sup>1</sup> OIG received seven complaints on station cleanliness during the period from March 2020 to August 2021.

Metro, it is important that the stations are clean, key components are operational, and customers have confidence in riding the Metro system.

WMATA's Grounds Maintenance and Custodial Services (GMAC) employees provide custodial and landscaping services on a system-wide basis and are primarily responsible for cleaning rail stations, bus loops and shelters, and parking garages. This includes additional measures to address COVID-19.

A small group of WMATA employees performs landscaping duties which is augmented by contracted seasonal landscape laborers. WMATA awarded a contract for 49 landscape laborers to supplement GMAC's available staffing. Subsequently, WMATA issued a Cure Notice to the contractor dated September 1, 2021, stating that the contractor had not provided the required number of landscape laborers<sup>2</sup>. The statement of work and requisition was approved in February 2021, and the base performance period was May through October; however, the contract was not awarded until July 9, 2021 with an agreed upon start date of August 1, 2021.

The Office of Plant Maintenance (PLNT) provided OIG with information and check lists used for station cleaning. Based on the information, OIG developed its inspection checklist.

## **Challenges**

PLNT indicated that vacancy rates have been as high as 10 percent<sup>3</sup>, and changes in the traditional sick time from 3 days to 10-14 days related to COVID has contributed to some of the challenges in managing its work requirements. The weather conditions over the summer have also hampered maintaining the scheduled outdoor work. When a job is not filled, it may be covered by either full or partial overtime assignments; or if overtime is not available, vacancies are filled by reducing the job scope of janitorial staff at neighboring stations to the most critical duties so they can cover the vacancy. PLNT anticipated additional staffing needs for grounds maintenance and sought contract support to supplement their staff. The statement of work and requisition was approved in February 2021, and the base performance period was May through October; however, the contract was not awarded until July 9, 2021 with an agreed upon start date of August 1, 2021. The delay in the contract award process and the contractor, as of September 1, 2021, failing to provide the number of landscape laborers required by the contract Scope of Work, resulted in GMAC not receiving the expected support for grounds maintenance.

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<sup>2</sup> WMATA Procurement department issued a Cure Notice to the Contractor dated September 1, 2021.

<sup>3</sup> All funded PCN's of a particular job classification, even those that are vacant, are included in the individual tricks / shifts of the pick.

## Methodology

The objective of the inspection was to assess the overall cleanliness and appearance of Metrorail stations, adjacent bus loops and shelters, and parking garages to ensure that the appearance conveys a clean and safe environment to promote confidence in riding the Metro system. Areas of focus included, but were not limited to, elevators, escalators, station entrances, platforms, restrooms, stairways, parking garages, and bus loops and shelters. OIG also assessed the operability of key components including faregates<sup>4</sup>, farecard machines, elevators, escalators, lighting, message boards, mask-compliance, signage, and availability and functionality of hand sanitizer stations in support of COVID-19 mitigation efforts.

WMATA has 91 stations across six service lines spanning Maryland, Virginia, and the District of Columbia. As WMATA ramps up service<sup>5</sup> and with the anticipation that ridership will increase, OIG conducted a one-day inspection of 17 stations, representing approximately 19 percent of total stations across all six metro lines. In selecting the stations for inspection, OIG considered the following criteria:

- Complaints filed with the OIG Hotline during COVID for the period March 2020 – August 2021
- Stations with high ridership rates
- Stations with parking available
- Stations with adjacent bus loops and bus shelters
- Stations that are transfer stations
- A sampling of stations in all jurisdictions servicing Metro

## Observations

The OIG inspections were conducted on August 18, 2021 between the hours of 6:30 am and 11:00 am, and between 2:30 pm and 3:00 pm<sup>6</sup>, with one station inspection conducted on August 19, 2021 between the hours of 7:00 am and 9:00 am. OIG recognizes that conditions noted during the site inspections are a snapshot in time and may be a result of the timing of OIG's site inspections and the daily work performed by WMATA. While our work was performed on a sample of stations, it is important to continue to ensure that all stations are clean and safe for those riding the Metro system.

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<sup>4</sup> A faregate replacement project is currently underway.

<sup>5</sup> Starting on September 6, 2021 WMATA is operating at 91 percent (rail) and 97 percent (bus) of pre-pandemic service levels and has introduced more service throughout the day.

<sup>6</sup> Inspections of restrooms at two stations were conducted in the afternoon of August 18, 2021.

## **What OIG Found**

The inspections of the 17 stations revealed mixed results in that the stations were generally clean and operational, most stations had visible signage requiring masks, and hand sanitizer stations were available and functioning; however, there were some exceptions noted. In addition, during the inspections at two stations, OIG observed persons sleeping in the stairway and at the station entrance. OIG also observed potential safety and physical security concerns. Included in this report are examples of the observations that OIG noted during the inspections.

## **COVID-19 MITIGATION EFFORTS**

It is important for WMATA to continue its efforts to support a safe environment in which to travel. During OIG's inspection, OIG took note of mask compliance, signage, and availability and functionality of hand sanitizer stations with the following results.

### **OIG Observations**

#### **COVID-19**

Two of the 17 stations inspected lacked the free-standing "wear your mask" signs in direct view of the customer or did not have the mask requirement signage at all entrances. There were isolated instances of mask non-compliance noted with one customer and three employees. One station did not have a hand sanitizer station at all entrances; and five stations had hand sanitizer stations that were either fully or partially inoperable.

As WMATA welcomes back its customers, it is important that signage is visible, hand sanitizer is available, and employees comply with the mask requirements.

## CLEANLINESS & CUSTOMER READINESS

A clean and safe environment is important as WMATA prepares to welcome more riders back to Metro. The inspection results were mixed. The overall appearance of many stations inspected was generally clean and components were generally operational. There were, however, some exceptions noted. The results of the inspections are discussed below.

### OIG Observations

#### Stations

OIG noted the following at Metro stations:

Debris and Trash: There were some instances of trash and debris in and around stations (2), near escalators (1), near faregates (2), on station platforms (7), and, behind platform walls (2).

Escalators / Elevators: At one station, at the platform level, the elevator windows were dirty, and graffiti was noted on one of the windows. Some escalators at two stations needed cleaning.

Elevators and escalators can be out of service for various reasons, including but not limited to modernization, inspections, service call, and repair. In nine of the stations, 8 elevators and 15 escalators were out of service, and reported on WMATA's Service Status Report. Of note, at one station, two garage elevators were out of service on the date of inspection. The "estimated return to service" date for one elevator was listed incorrectly as June 29, 2021, however, it has since been updated. A review of the report on September 2, 2021 indicated that it has been updated with a new date of September 6, 2021.

Platforms: OIG also noted three stations with cracks or stains on the platform floor/tile, and one bench on the platform needed cleaning.

As more customers return to the Metro system, it is important that, to the extent possible, key components used by the customer are functioning properly, the station is well lit, and message boards are working.

Of the 17 stations inspected, all faregates were in working order. Five stations had one or more fare card machines out of service on the day of inspection, six stations reported some lights were not working, and two stations reported inoperable LED boards.

## **OIG Observations**

### **Restrooms**

Fourteen of the 15 restrooms inspected were found to be clean, with only one restroom being reported as unclean, and one restroom did not have a soap dispenser. We did, however, note potential physical security issues at four locations which are discussed later in this report.

## **OIG Observations**

### **Landscaping**

Overgrown grass and weeds were noted at the station entrances as well as around the parking garage area at two stations. At two other stations, weeds were growing through the platform tiles. At an additional station, there were weeds growing out of the storm drain near the escalator.

## **OIG Observations**

### **Bus Shelters/Bus Lanes**

Thirteen stations had bus lanes and/or bus shelters. Eight of which were found to be generally clean and in good condition. Of the remaining five stations, OIG noted cleanliness issues in and around the bus shelter/bus lane, including one shelter with noticeable vomit and trash as well as another with a broken bus shelter panel.

## **OIG Observations**

### **Parking Garages**

Nine of the 17 stations had parking lots/parking garages. While most were in overall good condition, trash and debris were noted on the floors and/or stairways at five of the stations, including one station with miscellaneous construction material, an open ladder and broken chairs, and a cracked window near the elevator in the parking garage. Our inspection also noted feces on the parking garage floor.

## OTHER OBSERVATIONS OF INTEREST

### **OIG Observations**

#### **Rail / Track Bed Debris**

OIG noted debris in the rail/track bed that was visible from the platform at 14 of the 17 stations inspected. This ranged from a minimal amount to OIG reporting a lot of debris noted at one station. OIG recognizes that this is not under the GMAC's purview of the janitorial services and provides this as information.

#### **Bikes**

On the day of the inspection, OIG noted what appeared to be abandoned bikes that were left in the bike rack; these bikes had flat tires and rusted locks.

#### **Cleaning Supplies**

At one station, OIG noted that cleaning supplies were left unattended and large drum-like containers were placed in the station entrance area.

During the inspection, OIG also observed potential safety and physical security issues that OIG would like to present separately for review and action as appropriate.

## POTENTIAL SAFETY/PHYSICAL SECURITY OBSERVATIONS

### OIG Observations

#### Potential Safety Observations

- One of two roof leaks created water on the floor and that area was not cordoned off
- Water intrusion from the ceiling near a light fixture
- Electrical wires were found hanging along the wall and on the floor in the station entrance area, visible to customers
- Two large broken metal pieces located in the parking garage floor and wall area
- A cracked window near the garage elevator
- Mineral deposits forming on the ceiling and floor near a support pillar in the platform area
- Missing or faded demarcation lines on escalators, lighting and light direction that may impact customers with low vision

#### Potential Physical Security Observations

- [REDACTED]
- [REDACTED]

### Closing Comments

OIG performed an inspection on 17 of 91 stations. While this work was performed on a sample of stations, it is important to continue to ensure that stations are clean and safe for those riding the Metro system.

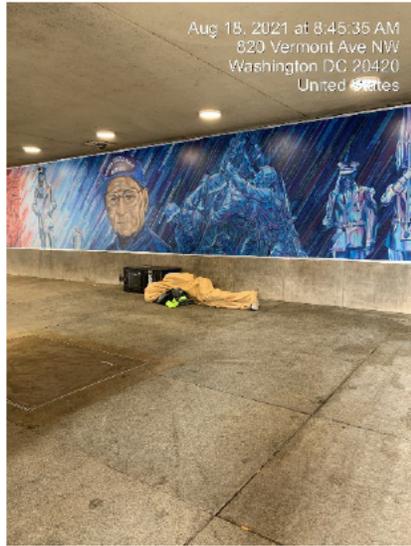
As customers return to the Metro system, a clean and safe environment promotes a positive image for WMATA and helps build customer confidence. While the overall appearance of the stations was mostly positive at the time of our inspection, there were some areas that could be improved upon. The observations are provided to the Authority to assist them in identifying areas that may need additional focus, particularly potential areas affecting the health and safety of customers and employees. A sampling of pictures depicting OIG observations follow. We recommend that WMATA continue to focus on areas that need improvement and continue to promote a clean and safe environment in which to travel.

Please provide a response to how the OIG observations were addressed by January 7, 2022 to [REDACTED]

**Photo Exhibits**

Persons Sleeping

- Person sleeping at station entrance area
- Person sleeping on stairway leading / in parking garage



**McPherson Square**



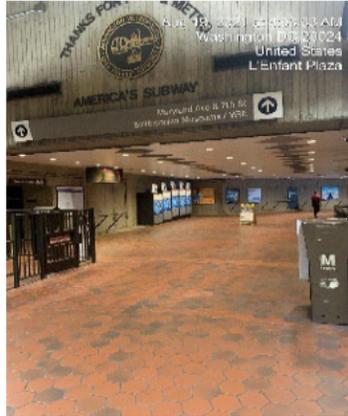
**Huntington Station**

COVID-19 – Mask Compliance, Messaging, Hand Sanitizer Stations

- Mask sign turned around not visible to customers
- Not all hand sanitizer stations were fully operational
- Missing hand sanitizer station at station entrance
- Isolated instances of mask non-compliance (1 customer/3 employees)



**Metro Center**



← ← ←

**L'Enfant Plaza**

→ → →



Landscaping

- Overgrown grass and trash
- Weeds sprouting from storm drain near escalator
- Weeds growing on platform
- Fallen signs in grass area



← ← ← Vienna → → →

Dupont Circle



West Falls Church

← ← ← Grosvenor – Strathmore → → →

Stations - Trash and Debris

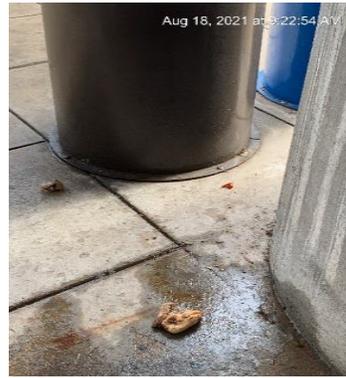
- Debris and trash noted in entrances, outside areas, bus shelters, parking garages and platform areas, and behind platform walls.



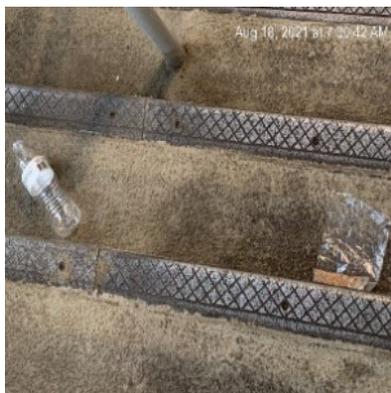
**Vienna**



**Forest Glen**

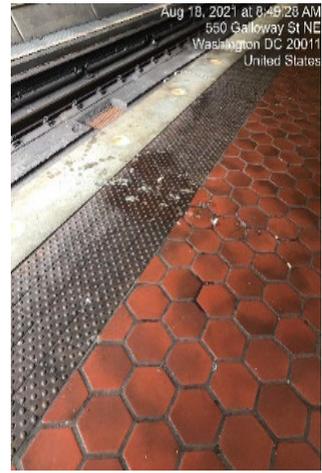


← ← ← **Huntington** → → →

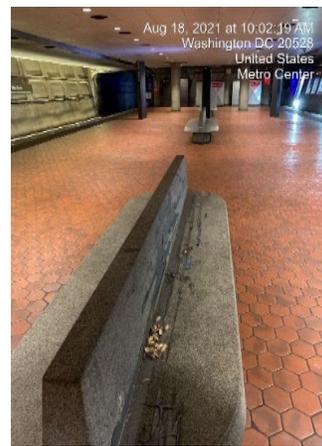


**Franconia – Springfield**

Stations – Trash and Debris (Continued)



← ← ← **Fort Totten** → → →

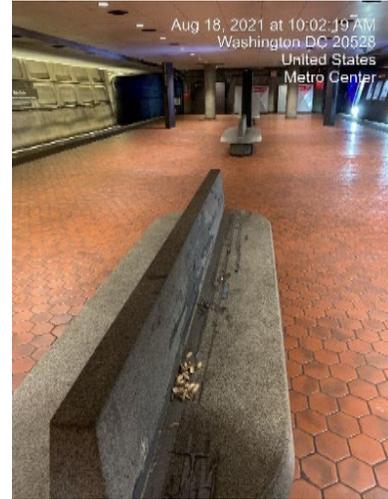
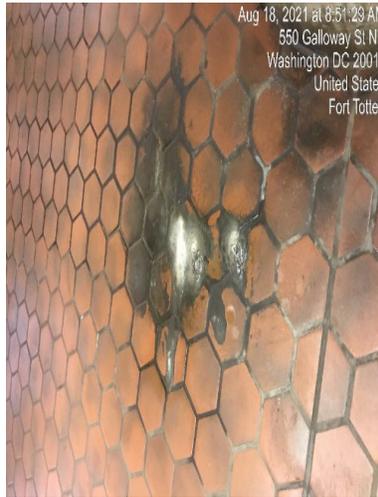


**McPherson Square**

← ← ← **Metro Center** → → →

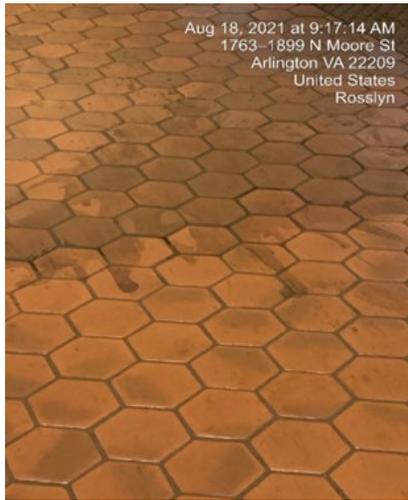
Station Platforms

- Cracked tile, weeds between tile
- Bench in need of cleaning
- Floors in need of cleaning
- Moisture / Mold cement (track)



← ← ← **Fort Totten** → → →

**Metro Center**



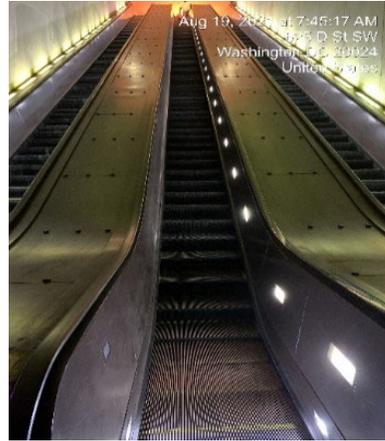
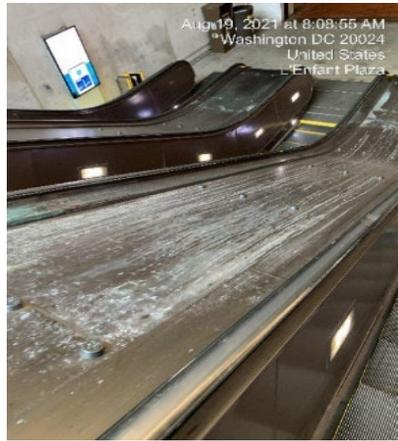
**Huntington**

**Grosvenor – Strathmore**

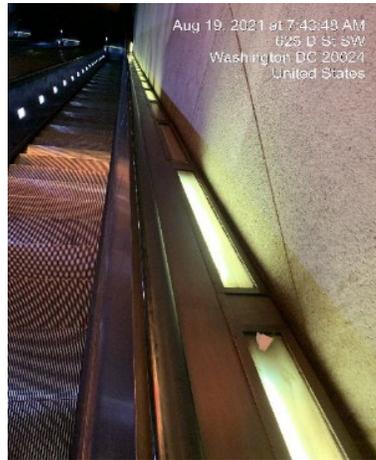
**Rosslyn**

Elevators / Escalators

- Escalator did not appear to be cleaned and polished
- Lights out on escalator
- Some elevator/escalators lacked or had faint yellow markings on the stairs
- Weeds growing out of storm drain near escalator
- Trash near escalator
- Elevator window dirty with graffiti



← ← ← L'Enfant Plaza → → →

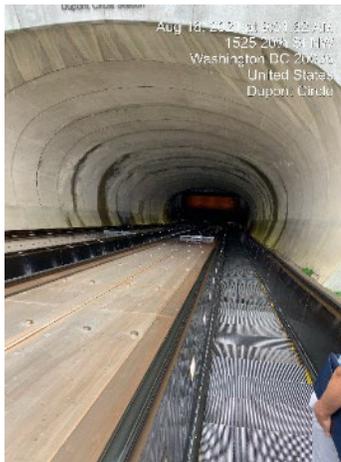


← ← ← L'Enfant Plaza → → →

Elevator / Escalators (continued)



← ← ← **Metro Center** → → →



← ← ← **Dupont Circle** → → →



← ← ← **Navy Yard** → → →

Stations – Lighting and Message Boards

- Station lighting at platform level not working
- Message board not working



**West Falls Church**



**Wiehle - Reston**



**Huntington**

Parking Lots / Parking Garages

- Material, open ladder, chairs in garage near elevator
- Window cracked
- Feces on garage floor
- Dead bird on garage floor
- Trash on stairs

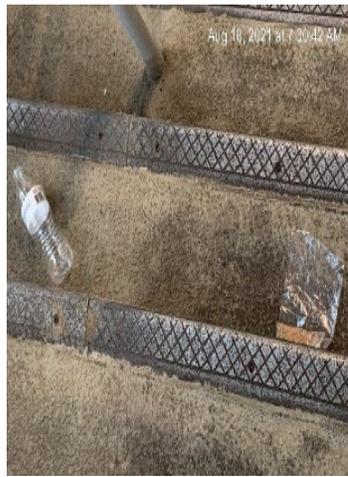


← ← ← **Grosvenor – Strathmore** → → →

Parking Lots / Parking Garages (continued)



**Largo Town Center**



**Franconia – Springfield**



Bus Loops / Bus Shelters

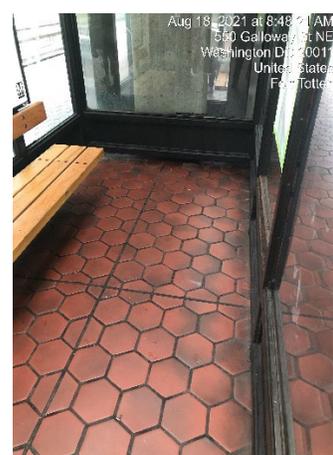
- Trash in and around bus loops and bus shelters
- Vomit noted in bus shelter at one station



**West Falls Church**



**Fort Totten**



Other Observations

- Abandoned bikes in bike rack
- Large drums in station entrance area
- Cleaning supplies left unattended



**Grosvenor - Strathmore**



**Largo Town Center**



**New Carrollton**

Rail Beds

- Trash and debris noted in rail / track beds



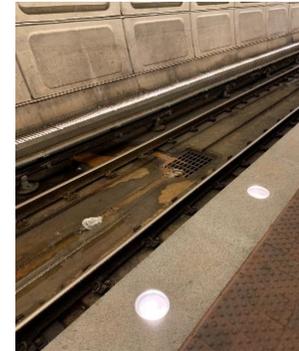
**Grosvenor - Strathmore**



**New Carrollton**



**Dupont Circle**

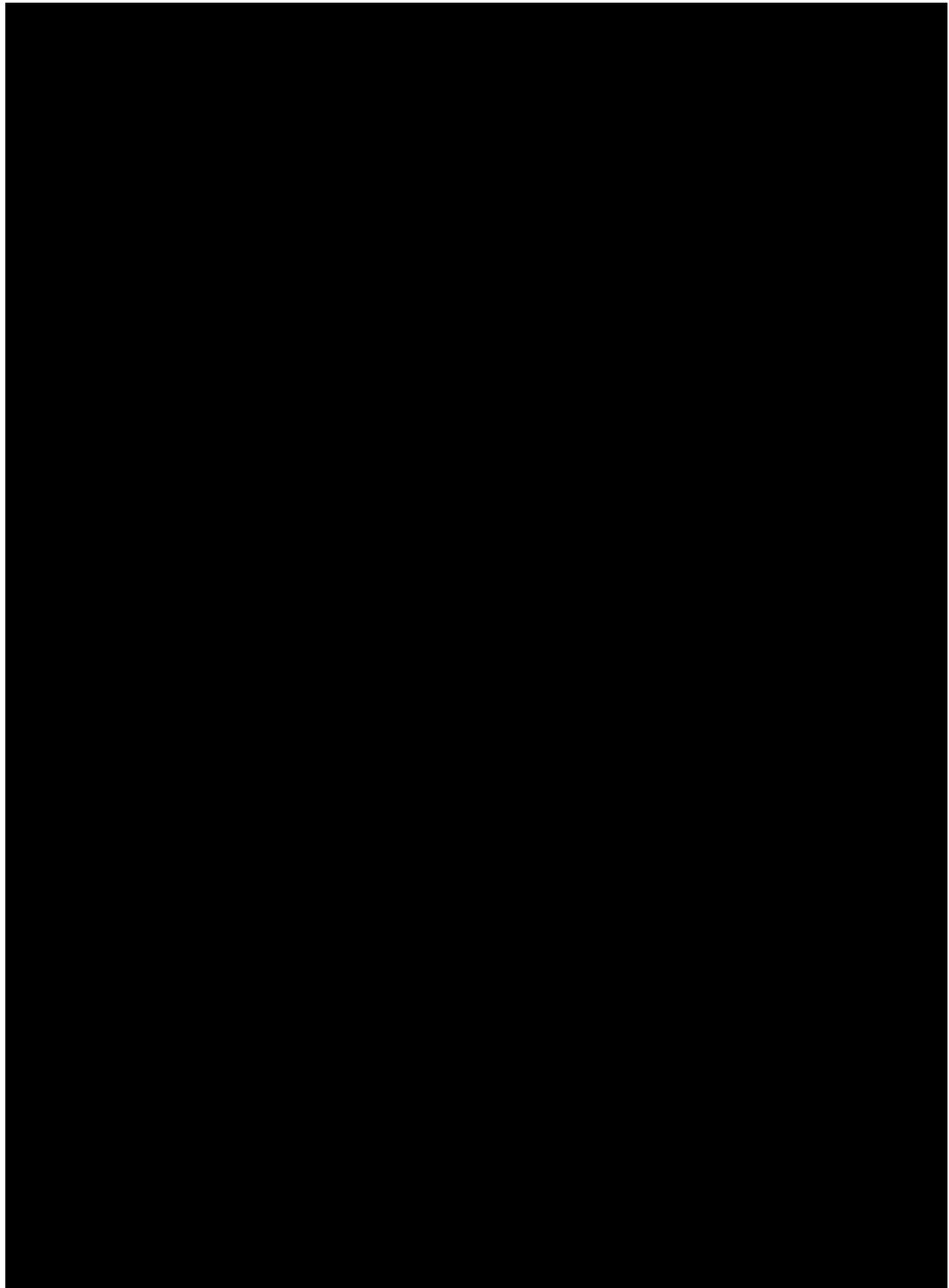


**Navy Yard**



← ← ← **Ronald Reagan National Airport** → → →

Potential Physical Security Issues



Potential Safety Concerns

- Large metal pieces on floor and wall of parking garage
- Roof leak – water on floor not cordoned off
- Spalling and exposed rebar – under rails visible from concrete pathway
- Mineral deposit forming on ceiling and bottom of pillar/platform (potential tripping hazard)
- Escalator lighting and yellow markings

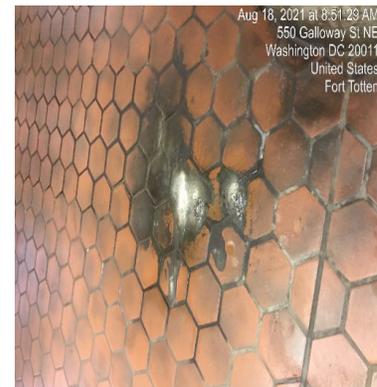
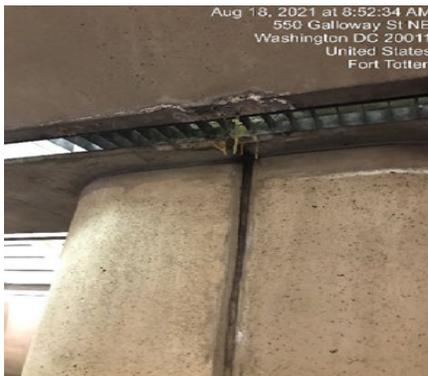


**Vienna**

← ← ← **Rosslyn** → → →



**Ronald Reagan National Airport**



← ← ← **Fort Totten** → → →

## **Exhibits**

Exhibit 1 – BPDV, MTPD, and RAIL Response to OIG

## TO REPORT FRAUD, WASTE, OR ABUSE

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**Please Contact:**

Email: [hotline@wmataoig.gov](mailto:hotline@wmataoig.gov)

Telephone: 1-888-234-2374

Address: WMATA  
Office of Inspector General  
Hotline Program  
500 L'Enfant Plaza, S.W., Suite 800  
Washington, D.C. 20024

# Exhibit 1

# M E M O R A N D U M



SUBJECT: Special Project Report –  
Station Cleaning Inspection

DATE: January 27, 2022

FROM: EVP/COO – Joseph Leader Digitally signed by Joseph Leader  
Date: 2022.01.28 19:01:10 -05'00'

THRU: GM/CEO – Paul J. Wiedefeld

TO: OIG – Geoffrey A. Cherrington

The Business Process Development (BPDV) office, Metro Transit Police Department (MTPD), and the Department of Rail (RAIL) have carefully reviewed the Office of Inspector General's (OIG) Special Project Report entitled, *Station Cleaning Inspection*. WMATA fully understands the importance of having a clean and safe environment at its stations as customers return to the Metro system and has responded accordingly to the OIG's observations of the stations from August 18 - 19, 2021.

As discussed below, many of the issues OIG identified were addressed or will be addressed during the course of routine cleaning, landscaping, and maintenance activities. As a result, management does not plan to take any additional actions at this time, with the exception of developing a policy to address abandoned bicycles and issuing a safety/security awareness bulletin to staff reminding them to keep all station ancillary room doors closed. These actions will be completed by April 30, 2022. We would like to thank the OIG for providing their observations on the cleanliness and safety of the 17 stations they inspected for this report.

## OIG Observation – COVID-19

*OIG reported that two of the 17 stations inspected lacked the free-standing "wear your mask" signs in direct view of the customer or did not have the mask requirement signage at all entrances. There were isolated instances of mask non-compliance noted with one customer and three employees. One station did not have a hand sanitizer station at all entrances; and five stations had hand sanitizer stations that were either fully or partially inoperable.*

Management Response: Management would like to highlight that OIG previously reported in September 2021<sup>1</sup> that WMATA has been responsive in mitigating social distancing risks in response to COVID-19 and provided tools and guidance for customers to consider when making travel decisions. As such,

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<sup>1</sup> See <https://wmataoig.gov/wp-content/uploads/2021/09/Special-Project-Report-Review-of-WMATAs-COVID-19-Response-Related-to-Social-Distancing-Efforts-IG-Final.pdf>

WMATA will continue to replace missing signs as reported to Maintenance Operation Control (MOC). WMATA also has its system-wide digital mask requirements signage posted in all stations and in the past 12 months, WMATA has distributed 2.7 million face masks to customers, roughly 52,000 face masks a week.

Furthermore, WMATA also conducts its own weekly face covering compliance reviews and inspections to monitor trends in passenger and employee compliance with the federal mandate to wear face coverings on public transit (see attachment #1). WMATA will continue to enforce the mask mandate according to Safety Alert SA#21-05a (see attachment #2).

### **OIG Observation – Stations**

OIG noted the following at Metro stations:

- *Debris and Trash: There were some instances of trash and debris in and around stations (2), near escalators (1), near faregates (2), on station platforms (7), and, behind platform walls (2).*
- *Escalators / Elevators: At one station, at the platform level, the elevator windows were dirty, and graffiti was noted on one of the windows. Some escalators at two stations needed cleaning. In nine of the stations, eight elevators and 15 escalators were out of service, and reported on WMATA's Service Status Report.*
- *Platforms: OIG also noted three stations with cracks or stains on the platform floor/tile, and one bench on the platform needed cleaning.*
- *Faregates: All faregates were in working order. Five stations had one or more fare card machines out of service on the day of inspection, six stations reported some lights were not working, and two stations reported inoperable LED boards.*

Management Response: With the onset of COVID-19, custodial cleaning tasks have been changed to incorporate cleaning protocols recommended by the Centers for Disease Prevention and Controls (CDC). For example, touch points are disinfected twice daily, cleaning escalator decking once a day, inspecting/refilling hand sanitizers daily, cleaning bathrooms four times a day as well as pulling trash four times a day. Where custodians are assigned more than one station, they follow an assigned schedule, and corrective issues at neighboring stations are addressed as quickly as possible. Also, the team cleans behind restricted parapet walls with pick sticks on a weekly basis. Attached are the Quality Control (QC) checklists that the Supervisors use to review these cleaning procedures (see attachment #3).

Elevators and escalators can be out of service for various reasons, including but not limited to modernization improvements, inspections, service calls, power outages, power spikes and repairs. Their service statuses are updated 24 hours a day, 7 days a week to reflect outages and service restoration as reported to the Escalator/Elevator Operations Center by station managers and maintenance staff. Elevator and escalator availability were 97.7% and 94.2%, respectively, in fiscal year 2021 (July 2020 – June 2021). Management will continue to monitor these performance measures.

Consistent with current procedures identified in Metrorail Station Standard Operating Procedure (SOP) Handbook Section 1.5.2.3 (see attachment #4), station managers are responsible for inspecting the general condition of the station, as well as notifying MOC of any observed issues. The MOC in turn generates the appropriate work order to track and resolve the hairline cracks like those noted by OIG; these issues are considered cosmetic repairs. The workflow process of reporting, creating/prioritizing a work order, monitoring the condition, and then correcting the defect is executed on a regular basis. There are many instances, as in this case, where a condition exists but does not demand an immediate response. Conditions are assessed and remediations are scheduled in a timely fashion, as they are reported, however any potential tripping hazards are addressed immediately.

Fare machines and their lights fail sporadically. Similar to the process with addressing cracks, management will continue to respond to fare machines, lights and LED board outages, and dispatch appropriate crews as needed, consistent with standard operating procedure NO. S-18-01 Creation of MSSOPH SSOP #64 (see attachment #5).

### **OIG Observation – Station Restrooms**

*OIG reported that 14 of the 15 restrooms inspected were found to be clean, with only one restroom being reported as unclean, and one restroom did not have a soap dispenser.*

Management Response: Consistent with established practices and guidelines outlined in the cleaning schedule discussed above, WMATA custodians will continue to service restrooms four (4) times daily (twice per shift) and respond to maintenance repairs as needed.

### **OIG Observation – Landscaping**

*OIG observed overgrown grass and weeds at the station entrances as well as around the parking garage area at two stations. At two other stations, weeds were growing through the platform tiles. At an additional station, there were weeds growing out of the storm drain near the escalator.*

Management Response: During the time of this audit, and as OIG discussed in their report, management had anticipated additional staffing needs for grounds maintenance and sought contract support to supplement their staff. Unfortunately, grounds maintenance staff were not in place to perform landscaping duties when OIG conducted its inspections, but all areas of concern have been addressed since the time of the audit. Management has a contract in place for staff augmentation to support the landscaping season of 2022.

### **OIG Observation – Bus Shelters and Bus Lanes**

*Thirteen stations had bus lanes and/or bus shelters. Eight of which were found to be generally clean and in good condition. Of the remaining five stations, OIG noted cleanliness issues in and around the bus shelter/bus lane, including one shelter with noticeable vomit and trash as well as another with a broken bus shelter panel.*

Management Response: Bus shelters within the station are scheduled to be inspected and, if needed, cleaned four times a day, per custodial cleaning schedule (see attachment #6).

The broken bus shelter panel was replaced at Fort Totten station on January 26, 2022 (see attachment #7). Corrective maintenance work orders are addressed in a timely fashion, as discussed above. Management will continue to monitor all maintenance work orders to closure.

### **OIG Observation – Parking Garages**

*OIG reported that nine of the 17 stations had parking lots/parking garages. While most were in overall good condition, trash and debris were noted on the floors and/or stairways at five of the stations, including one station with miscellaneous construction material, an open ladder and broken chairs, and a cracked window near the elevator in the parking garage. OIG's inspection also noted feces on the parking garage floor.*

Management Response: Custodial services team has custodians that perform duties in stations and adjacent garages, as well as dedicated custodians for parking facilities. Cleaning protocols are outlined in the custodial cleaning schedule, as discussed above. If construction materials or larger items are

found that are not easily disposed of, a work order will be called in to MOC to ensure its removal. Custodial supervisory staff will continue to monitor these areas for cleanliness and removal of debris. However, broken glass is removed/taped and replaced as a priority because of the immediate safety hazards it poses to customers.

### **OIG Observation – Rail/Track Bed Debris**

*OIG noted debris in the rail/track bed that was visible from the platform at 14 of the 17 stations inspected. This ranged from a minimal amount to OIG reporting a lot of debris noted at one station. OIG recognizes that this is not under the Ground Maintenance and Custodial Services' (GMAC) purview of the janitorial services and provides this as information.*

Management Response: The Track Bed Cleaning Preventive Maintenance (TBC PM) procedure is in accordance with SOP 208-18 (see attachment #8). The TBC PM procedure has two areas with different cleaning periodicities. The red line has a 10-month program to clean the entire underground portion of the line. There is also a 2-year cycle program to completely clean the remaining areas of the underground portion of the rest of the rail system. Typically, any work orders that address debris in the track bed are addressed when access to the tracks can be obtained to perform the work, however any immediate hazards are addressed as soon as possible.

### **OIG Observation – Bikes**

*On the day of the inspection, OIG noted what appeared to be abandoned bikes that were left in the bike rack; these bikes had flat tires and rusted locks.*

Management Response: Currently, there is no policy in place that specifically addresses abandoned items within rail stations. Management will develop a departmental policy, involving MTPD, to determine a time frame, tagging, and proper disposal procedure. This action will be completed by April 30, 2022.

### **OIG Observation – Cleaning Supplies**

*At one station, OIG noted that cleaning supplies were left unattended and large drum- like containers were placed in the station entrance area.*

Management Response: There is currently no policy in place to ensure all cleaning supply deliveries are picked up timely and stored properly. Management issued a departmental memorandum to all GMAC staff with acknowledgment of the proper process to deliver and store materials within the

cleaner's cabinet on January 26, 2022 (see attachment #9).

The drums OIG observed are used to store water that collected in elevator and escalator pits. Under 212-SOP-35 Maintenance and Operations Safety Manual (see attachment #9), the drums are requested and staged in stations in response to maintenance repairs as needed and picked up 24 hours after repairs are completed.

### **OIG Observation – Potential Safety Observations**

OIG also reported several potential safety observations at the stations it inspected:

- *One of two roof leaks created water on the floor and that area was not cordoned off.*
- *Water intrusion from the ceiling near a light fixture.*
- *Electrical wires were found hanging along the wall and on the floor in the station entrance area, visible to customers.*
- *Two large broken metal pieces located in the parking garage floor and wall area.*
- *A cracked window near the garage elevator.*
- *Mineral deposits forming on the ceiling and floor near a support pillar in the platform area.*
- *Missing or faded demarcation lines on escalators, lighting and light direction that may impact customers with low vision.*

Management Response: As previously discussed and consistent with current procedures identified in Metrorail Station Standard Operating Procedure (SOP) Handbook Section 1.5.2.3 (see attachment #4), station Managers are responsible for inspecting the general condition of the station, as well as notifying MOC of any observed issues. MOC in turn generates the appropriate work order to track and resolve the issue. Station Managers will continue to mitigate unsafe conditions and report structural leaks to MOC for repair.

This includes the items OIG noted as potential safety issues. For example, since the time of the audit, the temporary hanging wires were removed, the two large broken metal pieces located in the parking garage floor and wall area were removed, and the cracked window was repaired. However, mineral deposits forming on the ceiling and floor are cosmetic defects and were/will be addressed in the manner described above. Similarly, management will continue to perform repairs on escalators as needed during scheduled preventative maintenance inspections as described above.

## OIG Observation – Potential Physical Security Observations



Management Response:

A Safety/Security awareness bulletin will be distributed to all staff. This action will be completed by April 30, 2022.



### List of Attachments

1. Face Covering Weekly Monitoring Compliance Report
2. Safety Alert 21-05a
3. GMAC Cleaning QC Checks Example
4. Stations SOP Handbook
5. Permanent Order NO. S–18-01 Creation of MSSOPH SSOP #64
6. GMAC Cleaning Schedule
7. Fort Totten Bus Shelter glass repair Work Order #16844697
8. SOP 208-18 Track Bed Cleaning Procedure
9. Memo to GMAC staff dated January 26, 2022
10. Maintenance and Operations Safety Manual 212-SOP-35

cc: BPDV – Lisa Woodruff  
MTPD – Chief Michael Anzallo  
RAIL – Michael Hass