

**Los Angeles County
Metropolitan Transportation Authority
Office of the Inspector General**

**Survey of Safety/Emergency
Signage on Metro Rail Station
Elevators and Escalators**

Report No. 17-AUD-01

September 2, 2016





Metro

September 2, 2016

Metro Board of Directors

Re: Survey of Safety/Emergency Signage on Metro Rail Station Elevators and Escalators

Dear Board Directors:

To keep the Board informed of Office of Inspector General activities, attached is a report relative to safety/emergency signage on Metro rail station elevators and escalators.

The Office of the Inspector General (OIG) surveyed safety/emergency related signage on a sampling of elevators and escalators at rail stations on the Red, Purple, Gold (segment 1), Blue, Expo (segment 1), and Green Lines. This survey was conducted as part of our ongoing program to assist Metro to improve transit services and safety.

We found that some escalators and elevators did not have one or more safety/emergency related signs, or such signs were damaged. In addition, graffiti was found on some of the elevators/escalators. It is important to maintain signage to keep customer informed and safe, and to reduce Metro liability.

Management promptly initiated the following corrective actions:

- Replaced/installed damaged or missing signage on elevators/escalators.
- Removed graffiti from 26 elevators/escalators.
- Directed the Metro elevator/escalator maintenance contractor to include as part of its routine maintenance and standard operating procedures to include (1) inspection and as-needed replacement/installation of signs, and (2) report to Metro all observed graffiti and slap tags on elevators/escalators.

If you have any questions concerning this matter, please contact me at (213) 922-2975.

Sincerely,



Karen Gorman, Inspector General

cc: CEO Metro
Board Deputies

TABLE OF CONTENTS

	<u>Page</u>
INTTRODUCTION.....	1
BACKGROUND.....	1
SCOPE OF SURVEY.....	2
RESULTS OF SURVEY.....	3
SUGGESTIONS.....	5
MANAGEMET COMMENTS ON ACTIONS TAKEN.....	5
ATTACHMENTS	
A. Safety Related Signage on Metro Elevators/Escalators.....	7
B. List of Escalators with Missing/Damaged Signs.....	9
C. Pictures of Escalators with Missing or Damaged Safety Signs.....	10
D. List of Elevators with Missing Signs.....	11
E. Pictures of Elevators with Missing Signs.....	13
F. Pictures of Elevators with Corrosion.....	14
G. Pictures of Elevators with Broken Windows.....	15
H. Picture of Elevator with Inappropriate Sign.....	16
I. List of Elevators/Escalators with Graffiti.....	17
J. Pictures of Graffiti on Elevators/Escalators.....	18
K. Management Response on Actions Taken.....	20

Introduction

The Office of the Inspector General (OIG) surveyed safety/emergency related signage on a sampling of elevators and escalators at rail stations on the Red, Purple, Gold (segment 1), Blue, Expo (segment 1), and Green Lines. This survey was conducted as part of our ongoing program to assist Metro to improve transit services and safety.

We found that some escalators and elevators did not have one or more safety/emergency related signs, or such signs were damaged. We are providing Metro this report so that staff can initiate appropriate corrective action. (It may be assumed that the lines and stations with elevators and escalators not included in the sampling, including the Silver Line and El Monte transit center, are similarly affected.) It is important to maintain signage to keep customer informed and safe, and to reduce Metro liability.

Background

Signage on Escalators. American Society of Mechanical Engineers (ASME) Code A17.1-2007/CSA B44-07 is adopted by the State of California Department of Industrial Relations. Section 6.1.6.9.1 (Caution Signs) of the Code states:

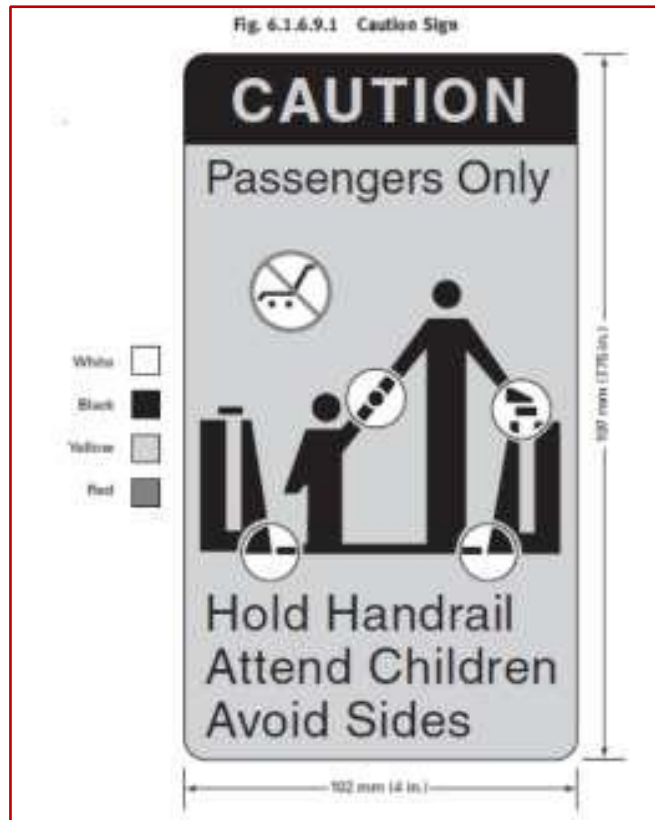
A caution sign shall be located at the top and bottom landing of each escalator, readily visible to the boarding passengers.

The sign shall include the following wording:

- (a) "Caution"
- (b) "Passengers Only"
- (c) "Hold Handrail"
- (d) "Attend Children"
- (e) "Avoid Sides"

The sign shall be standard for all escalators and shall be identical in format, size, color, wording, and pictorials as shown in Fig. 6.1.6.9.1.

A picture of the escalator caution sign is shown on the following page:



The Code allows certain signs in addition to the caution sign. When provided, such signs shall be in a readily visible location, and limited to conveying additional cautions and warnings to escalator passengers. Metro places an additional sign on escalators that states the telephone number to call if an escalator is not working. (See Attachment A.)

Signage on Elevators. Our survey of Metro elevators included the following four signs:

1. Sign stating “IN CASE OF FIRE USE STAIRWAY DO NOT USE ELEVATOR.”
2. Blue Star of Life sign indicating that the elevator is large enough to accommodate a 24” by 84” medical gurney.
3. Handicap sign indicating that the elevator complies with ADA accessibility requirements.
4. Sign providing the telephone number to call if the elevator is not working. (See Attachment A.)

Scope of Survey

During 7 non-consecutive days from June 2, 2016 to July 11, 2016, we surveyed 44 stations¹ on the Red/Purple (16), Gold (8), and Expo (3), Blue (3), and Green (14) Lines that had elevators and/or escalators. At these stations, we inspected 93 elevators and 127 escalators to determine whether certain safety/emergency related signs are affixed, not damaged, and signage is

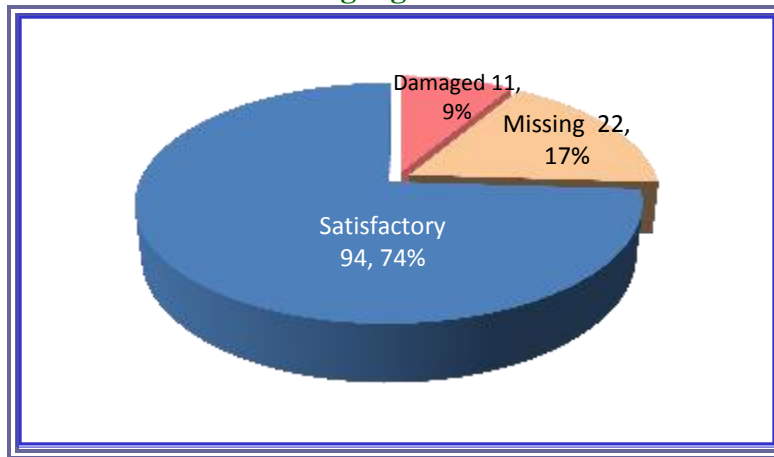
¹ Some stations had multiple lines.

consistent throughout the system. For the Gold and Expo Lines, we sampled only section 1 stations that have elevators and/or escalators, and did not sample the stations on the new extensions that opened recently in 2016.

Results of Survey

Escalators. We found that 33 (26%) of 127 escalators were missing the mandatory caution sign and/or the call number sign if the escalator is not working. Of the 127 elevators sampled, 22 had had missing signs, 11 had damaged signs, and 94 had no signage deficiencies. (See Attachment B for list of escalators, Attachment C for pictures, and graph below.)

Status of Signage on Escalators



Of the escalators with deficiencies, 23 were missing caution or call number signs (one had both missing), and 11 had damaged caution or call number signs. The State of California Department of Industrial Relations requires the caution sign on escalators.

Summary of Missing/Damaged Signs

	Missing	Damaged
Caution Sign	18	8
Call Center Sign	5	3
Totals	23	11

Elevators. We found 52 (56%) of 93 elevators did not have the in case of fire sign (9), star of life sign (29), handicap sign (29) and/or call number sign if elevator is not working (18).² Three elevators were missing all four signs, five others were missing three signs, and fourteen others were missing two signs. (See Attachment D for list and Attachment E for pictures.) In addition, we found that:

² Some elevators have missing signs at both the lower and upper levels.

Review of Safety/Emergency Signage on Metro Rail Station Elevators/Escalators

Office of the Inspector General

Report No. 17-AUD-01

- Three elevators had severe corrosion apparently caused by urination (see Attachment F).
 1. Elevator #L4E Harbor Fwy Station-Green Line
 2. Elevator #L5E Avalon Station-Green Line
 3. Elevator #L5W Avalon Station-Green Line

- Two elevators had broken windows (see Attachment G).
 1. Elevator #L-1822 Redondo Beach Station-Green Line
 2. Elevator #L3W Vermont Athens Station-Green Line

- Another elevator had an inappropriate sign stating: “Deport the illegal killing gringo aliens out of Afghanistan” (see Attachment H).

- In addition, signs on seven elevators had significant scratch marks although still readable. Metro may want to replace these signs.
 1. Elevator #502 in Westlake/MacArthur Park Station-Red/Purple Line – call center sign.
 2. Elevator #SSLO1 in Slauson Station-Blue Line – call center sign.
 3. Elevator #FSL1 in Firestone Station-Blue Line – handicap sign.
 4. Elevator #L1521 in Mariposa Station-Green Line – star of life sign.
 5. Elevator #L9E in Norwalk Station-Green Line – handicap and in case of fire signs.
 6. Elevator #L6E in Willowbrook/Rosa Parks Station-Green/Blue Line – handicap sign.
 7. Elevator # WVL-01 Wilshire/Vermont Station – handicap sign.

Graffiti

We found 2 escalators and 24 elevators with graffiti (see Attachment I and J). Graffiti should be removed as soon as possible because it is unsightly, projects a negative impression of Metro’s transit system, and invites more graffiti and vandalism.

Other Related Matter

In 2012, an accident occurred related to a wheelchair on a Metro escalator that was used because the elevator was not working. To ensure that similar accidents do not occur, we believe that Metro should place signage on elevators that advises wheelchair patrons not to use escalators when the elevator is not working and provides them directions for alternate options. Although there are public announcements on trains and platforms regarding elevator outage and alternate means of transportation for patrons in wheelchairs, there are currently no directions posted on elevators concerning what to do when an elevator is not working.

Suggestions

We realize that signs might have been posted in the past, but they wear or tear off over time. To ensure that required signs are affixed to elevators and escalators, we suggest that Operations Management:

1. Replace missing/damaged signs on elevators and escalators, ensure signage is consistent throughout the system, and make periodic checks of signage to ensure essential signs are not missing or damaged.
2. Survey elevators and escalators on transit lines not surveyed (such as Silver Line and El Monte Transit Center) by the OIG to determine whether all required safety/emergency signage are affixed and not damaged.
3. Consider placing signage on elevators that provides clear directions for alternate options if the elevator is not working.

Management Comments on Actions Taken

On August 25, 2016, Metro management provided a response that outlined the following corrective actions (see Attachment K for copy of management's response):

Suggestion 1. As of August 24, 2016, the following signs are in process of being installed and/or replaced:

Elevators

- “In case of fire use stairway, Do not use Elevator” – Installation and/or replacement have been completed.
- Phone number to call if elevator is not working – Installation and/or replacement have been completed.
- Blue Star of Life – Currently being installed and/or replaced to be completed by August 29, 2016.
- Handicap signs – Metro to provide the Metro maintenance contractor with 13 signs to be installed with completion date of August 31, 2016. All other existing sign are in good condition.

Escalators

- “Caution, Hold handrail, Attend Children, Avoid Slides” – Installation and/or replacement have been completed.
- Phone number to call if escalator is not working – Installation and/or replacement have been completed.

Suggestion 2. On July 29, 2016, the Metro maintenance contractor conducted a system-wide survey of all elevators and escalators assessing signage conditions in an effort to replace

Review of Safety/Emergency Signage on Metro Rail Station Elevators/Escalators

Office of the Inspector General

Report No. 17-AUD-01

damaged signs and/or install missing signs. The survey was completed on August 12th and signage replacement/installation started thereafter. Metro staff has directed the contractor to include signage inspection and as-needed replacement as part of their routine maintenance and standard operating procedure.

Suggestion 3. Operations considered placing additional signage on elevators to provide clear directions for alternate options if the elevator is not working; however, Operations found that the existing signage providing the phone number to call if the elevator is not working and the “In case of fire use stairway, Do not use Elevator” sign are sufficient.

Action Taken Concerning Graffiti. Operations has reviewed 26 locations (2 escalators and 24 elevators) cited for graffiti. All graffiti has been removed by the Metro graffiti abatement contractor. Staff directed the elevator/escalator maintenance contractor to report to Metro all observed graffiti and slap tags on Metro Vertical Transportation equipment and include this process as part of their routine and standard operating procedures.

cc: Phillip Washington, Chief Executive Officer
James Gallagher, Chief Operations Officer
Bruce Shelburne, Senior Executive Director, Rail Operations
Greg Kildare, Chief Risk, Safety & Asset Management Officer
Brady Branstetter, Deputy Executive Officer, Facilities Maintenance
Vijay Khawani, Executive Office, Corporate Safety
Nancy Saravia, Senior Manager, Transportation Planning
Karen Gorman, Inspector General
Metro Board of Directors

Safety Related Signage on Metro Elevators/Escalators

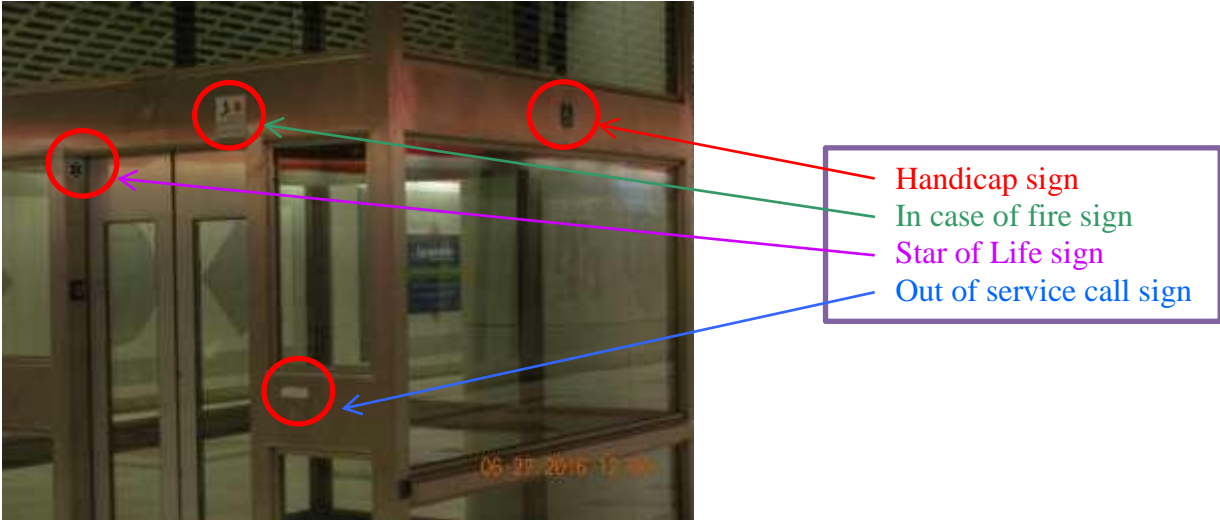


Escalators have a caution decal on both sides of the handrail and a decal on the right side of the escalator stating: "If escalator is not working call 800-292-6790."



Safety Related Signage on Metro Elevators/Escalators

Elevator Signage



Star of Life Sign



“In case of fire use stairway for exit”
“Do not use elevator” Sign



Handicap Sign



Out of Service call sign

List of Escalators with Missing/Damaged Signs

Line	Station	Escalator Number	Description
Red/Purple	Union Station	104148	Missing Call Number sign
Red/Purple	Union Station	102	Damaged Caution sign
Red/Purple	Union Station	103	Damaged Caution sign
Red/Purple	Civic Center	203	Missing Caution sign
Red/Purple	Civic Center	206	Missing Caution sign
Red/Purple	Civic Center	S205	Missing Call Number sign
Red/Purple	Pershing Square	309	Missing Caution sign
Red/Purple	7 th St/Metro Center	401	Missing Caution sign
Red/Purple	7 th St/Metro Center	404	Missing Caution sign
Red/Purple	7 th St/Metro Center	406	Missing Call Number and Caution signs
Red/Purple	7 th St/Metro Center	407	Damaged Call Number sign
Red/Purple	Westlake/MacArthur Park	202	Damaged Caution sign
Red/Purple	Westlake/MacArthur Park	502	Damaged Caution sign
Red/Purple	Westlake/MacArthur Park	504	Missing Caution sign
Red/Purple	Wilshire/Vermont	WVS-03	Missing Caution sign
Red/Purple	Wilshire/Vermont	WVS-04	Missing Caution sign
Red	Vermont/Santa Monica	SMS-02	Missing Caution sign
Red	Vermont/Santa Monica	SMS-03	Missing Caution sign
Red	Vermont/Santa Monica	SMS-04	Missing Caution sign
Red	Vermont/Santa Monica	SMS-05	Damaged Caution sign
Red	Vermont/Sunset	VSS-03	Missing Call Number sign
Red	Vermont/Sunset	VSS-04	Missing Caution sign
Red	Vermont/Sunset	VSS-05	Damaged Caution sign
Red	Vermont/sunset	VSS-06	Missing Call Number sign
Red	Hollywood/Western	HWS-02	Damaged Caution sign
Red	Hollywood/Vine	HVS-03	Missing Caution sign
Red	Hollywood/Vine	HVS-06	Missing Caution sign
Red	Hollywood/Highland	HHS-02	Damaged Call Number sign
Gold	Chinatown	CTS-02	Missing Caution sign
Gold	Chinatown	CTS-03	Missing Caution sign
Green/Blue	Willowbrook/Rosa Parks	S6E/107267	Missing Caution sign
Green	Aviation/LAX	East escalator	Damaged Call Number sign
Green	Harbor Fwy	SW4/107279	Damaged Caution sign

Summary

	Missing	Damaged
Caution Sign	18	8
Call Center Sign	5	3

Pictures of Escalators with Missing or Damaged Safety Signs

The following pictures show missing or damaged signs on escalators:



7th St/Metro Center Station
Missing caution sign on left side of escalator



7th St/Metro Center Station
Missing caution sign and damaged call-number sign



Westlake/MacArthur Park Station
Peeling caution sign decal on escalator



Willowbrook/Rosa Parks Station
Missing caution decal

The following pictures show an escalator in 7th St/Metro Center Station with all decals missing:



Missing caution decal on left side of escalator



Missing caution and call decals on right side of escalator

List of Elevators with Missing Signs

Line	Station	Elevator Number	Sign Location*	Call Number Sign	Handicap Sign	Star of Life Sign	In Case of Fire Sign
Red/Purple	Union Station	Plaza	Level P	No	Yes	No	No
Red/Purple	Union Station	101	Level P	Yes	Yes	No	Yes
Red/Purple	Union Station	103	Level P	Yes	Yes	No	Yes
Red/Purple	Pershing Square	301	Level M	No	Yes	No	Yes
Red/Purple	7th St/Metro Center	401	Level M&S	No	No	No	Yes
Red/Purple	7th St/Metro Center	402	Level M&P	No	Yes	No	Yes
Red/Purple	7th St/Metro Center	403	Level M&P	No	No	No	No
Red/Purple	7th St/Metro Center	404	Level P	No	No	Yes	Yes
Red/Purple	7th St/Metro Center	405	Level M	No	No	No	No
Red/Purple	7th St/Metro Center	406	Level M	No	Yes	Yes	No
Red/Purple	MacArthur Park	501	Level P	Yes	Yes	No	Yes
Red/Purple	MacArthur Park	502	Level P	No	Yes	No	Yes
Red	Vermont/Santa Monica	SML-04	Level P	Yes	Yes	No	Yes
Red	Vermont/Sunset	VSL-05	Level M	Yes	No	Yes	Yes
Red	Vermont/Sunset	VSL-06	Level M	Yes	No	Yes	Yes
Red	Hollywood/Western	HWL-02	Level P	Yes	Yes	No	Yes
Purple	Wilshire/Normandie	WNL-02	Level M	Yes	Yes	No	Yes
Purple	Wilshire/Western	WWL-02	Level M&P	Yes	Yes	No	Yes
Gold	Sierra Madre	SM-1	Level 1	Yes	No	Yes	Yes
Gold	Sierra Madre	SM-2	Level 1&2	Yes	No	Yes	Yes
Gold	Allen	AL-02	Level 1	Yes	No	Yes	Yes
Gold	Union	Union-1	Level 1	Yes	No	Yes	Yes
Gold	Chinatown	CT-01	Level S	Yes	No	Yes	Yes
Gold	Chinatown	CT-02	Level P	Yes	No	Yes	Yes
Gold	Mariachi Plaza	MPL-1	Level M&P	Yes	No	Yes	No
Gold	Mariachi Plaza	MPL-2	Level P	Yes	Yes	Yes	No
Gold	Soto	STL-01	Level S	Yes	No	Yes	Yes
Green/Blue	Willowbrook/Rosa Parks	L1C	Level 1	No	No	No	No
Green/Blue	Willowbrook/Rosa Parks	L6C	Level 1	No	Yes	No	Yes
Green/Blue	Willowbrook/Rosa Parks	L6W	Level 1	Yes	Yes	No	Yes
Green/Blue	Willowbrook/Rosa Parks	L6E	Level 1	Yes	No	Yes	Yes
Green	Norwalk	L9W	Level M&P	Yes	No	No	Yes
Green	Norwalk	L9E	Level M&P	Yes	Yes	No	Yes
Green	Lakewood Blvd	L8E	Level M&P	Yes	No	No	Yes
Green	Lakewood Blvd	L8W	Level M&P	Yes	Yes	No	Yes

List of Elevators with Missing Signs

Line	Station	Elevator Number	Sign Location*	Call Number Sign	Handicap Sign	Star of Life Sign	In Case of Fire Sign
Green	Long Beach Blvd	L7W	Level M&P	Yes	Yes	No	Yes
Green	Hawthorne/Lennox	L1E	Level M&P	Yes	Yes	No	Yes
Green	Avalon	L5E	Level M&P	Yes	No	No	No
Green	Avalon	L5W	Level M&P	No	Yes	No	Yes
Green	Harbor Fwy	L4E	Level M&P	No	No	No	Yes
Green	Harbor Fwy	L4W	Level M&P	Yes	Yes	No	Yes
Green	Vermont/Athens	L3W	Level M&P	No	No	Yes	Yes
Green	Vermont/Athens	L3E	Level M&P	Yes	No	Yes	Yes
Green	Crenshaw	L2E	Level M&P	Yes	Yes	No	Yes
Green	Crenshaw	L2W	Level M&P	Yes	Yes	No	Yes
Green	Aviation/LAX	L1321	Level M&P	No	No	Yes	Yes
Green	Mariposa	L1521	Level M&P	Yes	No	Yes	Yes
Green	El Segundo	L1621	Level M&P	No	No	Yes	Yes
Green	El Segundo	L1622	Level M&P	Yes	No	Yes	Yes
Green	Douglas	L1921	Level M&P	Yes	No	Yes	Yes
Green	Redondo Beach	L1822	Level M&P	No	No	Yes	Yes
Green	Redondo Beach	L1821	Level M&P	No	No	Yes	No
Total Missing Signs				<u>18</u>	<u>29</u>	<u>29</u>	<u>9</u>

* Some elevators have missing signs at both the lower and upper levels.

P = Platform Level
M = Mezzanine Level
S = Street Level

Pictures of Elevators with Missing Signs

The following pictures show missing or damaged signs on elevators:



Pershing Square Station-Red/Purple Line
Missing Star of Life signs on elevator



7th St/Metro Center Station
Missing all 4 signs on elevator



Vermont/Sunset Station-Red Line
Missing handicap sign on elevator



7th St/Metro Center Station
Missing In Case of Fire sign on elevator

Pictures of Elevators with Corrosion

ELEVATOR RUST:



Harbor Fwy Station-Green Line
Rust on Elevator #L4E



Avalon Station-Green Line
Rust on Elevator #L5E



Avalon Station-Green Line
Rust on Elevator #L5W

Pictures of Elevators with Broken Windows



Redondo Beach Station-Green Line Elevator #L-1822
Broken glass door window covered with wood that has graffiti on it



Vermont/Athens Station-Green Line Elevator #L3W
Broken glass window covered with wood

Picture of Elevator with Inappropriate Sign



Harbor Freeway Station-Green Line
Inappropriate sign on elevator #L4E

List of Elevators/Escalators with Graffiti

Line	Station	Type	Number
Red/Purple	Westlake/MacArthur Park	Escalator	503
Red/Purple	Civic Center	Escalator	S205
Red	7th	Elevator	404
Red	Hollywood Western	Elevator	HWL-02
Red	Sunset	Elevator	VSL-04
Red	Sunset	Elevator	VSL-02
Gold	Lake	Elevator	LS-1
Expo	La Cienaga	Elevator	LC-2
Green/Blue	Willowbrook/Rosa Parks	Elevator	L6C
Green/Blue	Willowbrook/Rosa Parks	Elevator	L6E
Green	Norwalk	Elevator	L9W
Green	Lakewood Blvd	Elevator	L8E
Green	Lakewood Blvd	Elevator	L8W
Green	Hawthorne/Lennox	Elevator	L1E
Green	Crenshaw	Elevator	L2E
Green	Crenshaw	Elevator	L2W
Green	Vermont/Athens	Elevator	L3W
Blue	Del Amo	Elevator	DEL01
Green	Avalon	Elevator	L5E
Green	Long Beach Blvd	Elevator	L7E
Green	Redondo Beach	Elevator	L1822
Green	Hawthorne/Lennox	Elevator	L1W
Green	El Segundo	Elevator	L1621
Green	Aviation/LAX	Elevator	L1321
Blue	Slauson	Elevator	SSL01
Blue	Firestone	Elevator	FSL1

Pictures of Graffiti on Elevators/Escalators

ELEVATORS:



Lake Station-Gold Line
Graffiti inside on door of elevator #LS-1



Vermont/Sunset Station-Red Line
Graffiti on glass door of elevator #VSL-04



Del Amo Station-Blue Line
Graffiti on Door of elevator #DEL-01



Aviation/LAX-Green Line
Graffiti on glass window of elevator #L1321



La Cienega Station-Expo Line
Graffiti on glass window of elevator #LC-2



7th St/Metro Station
Graffiti on inside of elevator #404

Pictures of Graffiti on Elevators/Escalators

ESCALATORS:



MacArthur Park Station-Red/Purple Line
Graffiti on side of escalator #503



Civic Center Station-Red/Purple Line
"Hello" sticker with graffiti on escalator
#S205

Management Response on Actions Taken



Metro

Interoffice Memo

Date	August 25, 2016
To	Karen Gorman Inspector General
From	James T. Gallagher Chief Operations Officer <i>JTG</i>
Subject	Management Response to Survey of Safety/Emergency Signage on Metro Rail Station Elevators and Escalators, Report Number 17-AUD-01

Attached is the Operations Management response to report number 17-AUD-01, Survey of Safety/Emergency Signage on Metro Rail Station Elevators and Escalators:

Suggestion #1:

Replace missing/damaged signs on elevators and escalators, ensure signage is consistent throughout the system, and make periodic checks of signage to ensure essential signs are not missing or damaged.

Management Response: Agree

The scope of this survey included 44 stations on the Red/Purple (16), Gold (8), and Expo (3), Blue (3) and Green (14) Lines that had elevators/escalators. The results of the review found that 33 of 127 escalators surveyed had missing or damaged signs and that 85/93 elevators surveyed had missing or damaged signs for: in case of fire, star of life, handicap, and/or call number if elevator is not working. As of August 24, 2016, the following signs are in the process of being installed and/or replaced by our existing contractor, Mitsubishi, per the following:

Elevators

- "In case of fire use stairway, Do not use Elevator" – Installation and/or replacement has been completed
- Phone Number to call if elevator is not working – Installation and/or replacement has been completed
- Blue Star of Life – Currently being installed and/or replaced, to be completed by Monday, August 29, 2016
- Handicap signs – Metro to provide Mitsubishi with 13 signs to be installed with a completion date of August 31, 2016. All other existing signs are in good conditions.

Escalators

- "Caution, Hold Handrail, Attend Children, Avoid Sides" – Installation and/or replacement has been completed

Management Response on Actions Taken

- Phone Number to call if elevator is not working – Installation and/or replacement has been completed

Completion Date: August 31, 2016

Suggestion #2

Survey elevators and escalators on transit lines not surveyed (such as Silver Line and El Monte Transit Center) by the OIG to determine whether all required safety/emergency signage are affixed and not damaged.

Management Response: Agree

On July 29, 2016, Mitsubishi, Metro elevator and escalator maintenance contractor conducted a system-wide survey of all elevators and escalators assessing signage conditions in an effort to replace damaged signs and/or install missing signs. The survey was completed on August 12, 2016 and signage replacement/installation started thereafter. Staff directed Mitsubishi to include signage inspection and as-needed replacement as part of their routine maintenance and standard operating procedures.

Completion Date: August 12, 2016

Suggestion #3

Consider placing signage on elevators that provides clear directions for alternate options if the elevator is not working.

Management Response: Disagree

Operations considered placing additional signage on the elevators to provide clear directions for alternate options if the elevator is not working, however we found that the existing signage providing the phone number to call if the elevator is not working and "In case of fire use stairway, Do not use Elevator" are sufficient. Secondly, whenever elevators are not functional, the response time for the contractor to begin repairs is approximately 30 minutes during the hours of operation of 6:00 a.m. to 9:00 p.m. and 60 minutes thereafter, seven days a week, including holidays. Also, Operations staff will continue to coordinate with the Rail Operations Control Center (ROC) and Bus Operations Control Center (BOC) to make announcements to patrons regarding non-functional elevators and recommend alternate options. All announcements are continuous until the ROC or BOC is notified by Metro's contractor that the unit is back in service. It should also be noted that each station situation is unique so a custom sign would be needed. Therefore, we believe the central number with specific instructions is the best solution.

Completion Date: Not Applicable

Graffiti Findings

Operations has reviewed the 26 locations (2 escalators and 24 elevators) cited for graffiti. All graffiti has been removed by Metro graffiti abatement contractor. Staff directed Mitsubishi to

Management Response on Actions Taken

report to Metro all observed graffiti and slap tags on Metro Vertical Transportation equipment and include this process as part of their routine maintenance and standard operating procedures.

Cc: Phillip Washington, Metro Chief Executive Officer
Metro Board of Directors
Yvonne Zheng, Senior Manager Audit
Bernard Jackson, Sr. EO, Rail Operations
Frank Alejandro, Sr. EO, Rail Maintenance & Engineering (Interim)
Diane Corral-Lopez, EO, Operations Administration
Brady Branstetter, DEO, Facilities Maintenance
Lena Babayan, Sr. Director, Facilities Maintenance
Vijay Khawani, EO, Corporate Safety
Nancy Alberto-Saravia, Sr. Manager, Transportation Planning