



Washington Metropolitan Area Transit Authority

STATION OPERATIONS SPECIAL ORDER

NO. 04-01

DATE: March 17, 2004

TO: All Personnel

This Station Operations Special Order modifies Station Special Order 03-02 and SSOP 31 on "USE OF RESTROOMS IN METRORAIL PASSENGER STATIONS". This Station Special Order supercedes all previously issued memoranda and procedures on "Use of Restrooms in Metrorail Passenger Stations".

31.1 Purpose and Scope

The purpose of this SSOP is to provide guidelines that must be adhered to when allowing public use of restrooms in Metrorail passenger stations. The limited number of restrooms provided at stations are for the explicit use of our employees and may be used by the public only in cases described below upon request to the Station Manager on duty. The Station Manager on duty has sole discretion to accept or reject customer requests for use of facilities.

31.2 Background

After a thorough investigation of other transit properties, WMATA policy is to make a restroom available to customers in limited circumstances. The limitation is necessary to control crime and maintain security.

Most stations have at least one restroom which the Station Manager shall make available for limited use by customers. The exceptions are Pentagon, Vienna, Rhode Island Avenue, Addison Road and Congress Heights Stations which will have no restroom available to customers. The customer restroom will be labeled "Customer Restroom".

The circumstances under which the restroom will be made available to customers are:

- A. in an emergency situation
- B. for children
- C. for customers who are elderly or physically disabled

The circumstances under which restrooms will NOT be made available to customers are:

- A. Department of Homeland Security Alert Level status Orange or Red.

- B. Metro Transit Police Chief determines, based on contemporary intelligence provided by FBI, DHS, FTA or other agency, of a potential threat to transit operations.
- C. Terrorist attack occurs in the United States or in another country which would normally raise WMATA's preparedness levels.

The Metro Transit Police Chief may order some or all restrooms closed. Should this occur, the Secretary and Chief of Staff will notify the Board. The Chief of Police will brief the Board at the next Board Executive Session regarding the reasons for restroom closures and the expected duration of the closures.

31.3 Station Manager's Responsibilities

The Station Manager must escort the customers to the ancillary hallway where the restroom is located and direct him/her to the Customers' Restroom, then return to normal duties. Customers will be allowed to exit the restroom, without the Station Manager's assistance, through the ancillary hallway door. After the customer exits the hallway, the Station Manager shall ensure that the ancillary hallway door is secured.

31.4 Procedure if Use of the Restroom is Denied

31.4.1 Station Manger must contact the Passenger Operations Supervisor in OCC and report the reason for the refusal.

31.4.2 The Station Manager must also complete a "Restroom Refusal Report Form" that is to be placed in his/her trap bag at the end of his/her tour of duty.

The Station Manager must state in detail his/her reason for refusing a customer use of the restroom on the "Restroom Refusal Report Form".

Station Manager's reason for refusal to allow use of restroom may only include the following:

- A. Employee's personal safety, and the specific reason(s) therefore
- B. Station/train emergencies in progress at the station
- C. Assisting sick customer at the station
- D. Severe overcrowding of the station
- E. Fare equipment malfunctions which require the Station Manager to assist customers.
- F. VRE, MARC or Amtrak service disruptions which require the Station Manager to direct customers to locations to continue their trips at affected station only.
- G. Any track wayside incident taking place in the station.
- H. A medical emergency in the station or on a train in the station.
- I. A police situation

31.5 The Station Manager shall notify the Passenger Operations Supervisor of any unusual situation. The Passenger Operations Supervisor will dispatch the nearest Rail Supervisor to investigate the situation. The Passenger Operations Supervisor will also notify Metro Transit Police of the situation.

31.6 The Station Manager shall ensure that:

- A. If for any reason, the Customer Restroom becomes unfit to be used by customer(s) due to unsanitary or unsafe conditions, the Customer Restroom will be taken out of service for the safety of our customers and employees.
- B. The Station Manager will contact the Passenger Operations Supervisor immediately to report the unsanitary or unsafe condition of the restroom.

31.7 Rail Operations Supervisors

The Rail Operations Supervisor shall ensure that all Station Managers in his/her sector have a complete understanding of SSOP 31 "USE OF RESTROOMS IN METRORAIL PASSENGER STATIONS".

The Rail Operations Supervisors must ensure that restroom signs are posted at each Metrorail station kiosk.

Supervisors reporting to any station for an incident involving the use or denial of use of a restroom, must document the incident on the "RTRA SAFETY EMERGENCY READINESS CHECK FORM". All information about the incident must be completely described on the form. If needed, additional pages are to be used.

31.8 Passenger Operations Supervisor

The Passenger Operations Supervisor will complete the "Restroom Refusal Report Log" for any incident of refusal reported by the Station Manager.

The Passenger Operations Supervisor shall document all reports from the Station Manager of unsanitary or unsafe customer restroom(s).

The Passenger Operations Supervisor shall contact the MOC-PLNT Desk and order custodial service or repair service which shall be provided in accordance with the on-going workload and immediate priorities.

Recommended:
Rita Davis
General Superintendent
Office of Rail Transportation

Approved:
Lemuel M. Proctor
Chief Operating Officer
for Rail Service

Concur:
Fred C. Goodine
Assistant General Manager
Department of System Safety
and Risk Protection

Approved:
James T. Gallagher
Deputy General Manager for
Operations