



September 20, 2005

Mr. Stephen H. Snell
Belle View Condominiums
1160 Belle View Blvd, #C2
Alexandria, VA. 22307

Dear Mr. Snell:

This is in response to your letter dated September 3, 2005 to Mr. Dana Kauffman regarding the survey you conducted on Metrorail restroom availability. I agree that restroom access is important to our Metro customers, especially to those with health issues or who are elderly. That is why Metro revised its Restroom Use Policy in March 2004 to stipulate circumstances and conditions under which restrooms are to be made available to customers. The conditions were established to provide restroom access while maintaining the safety and security for all riders and employees during times with the real possibility of terrorist attacks.

Your experience, however, has shown areas where we need to improve - posting and appearance of restroom signs and employee response. I will address each area specifically.

Restroom Signs

Our policy is to post restroom availability signs on kiosk windows and the Station Operations Special Order on the door to the restroom entrance. We will conduct a survey of all stations and fabricate and post any missing signs (including missing signs at the 22 locations mentioned in your survey) by the end of September. In addition, I will have our Customer Communications Department review the signs for changes to make them more prominent to customers.

Employee Response

Our Restroom Use Policy provides Station Managers with the discretion to accept or reject a customer's request for use of the facilities. This is for the safety of our customers and employees. However, employees can only refuse access for a limited number of reasons, and must notify Central Control when doing so. If access is granted, staff is to escort the customer to and unlock the restroom hallway entrance. Again for safety reasons, staff are to direct, not escort, customers to the restrooms beyond the locked entranceway.

**Washington
Metropolitan Area
Transit Authority**

600 Fifth Street, NW
Washington, DC 20001
202/962-1234

By Metrorail:
Judiciary Square—Red Line
Gallery Place-Chinatown—
Red, Green and
Yellow Lines
By Metrobus:
Routes D1, D3, D6, P6,
70, 71, 80, X2

*A District of Columbia,
Maryland and Virginia
Transit Partnership*

Your experiment clearly reports staff that were less than courteous. All these incidents will be investigated and appropriate action will be taken. Of course, many of our front line staff were still feeling the tension from the recent London terrorist bombings and the elevated alert levels in the region. The standard operating procedure for passenger use of restrooms in Metrorail stations will be re-issued to all station managers and supervisors and will emphasize the need for liberal application of the policy.

Finally, we are in the process of re-organizing our Department of Rail Service structure so there is more accountability of managers to the customer. Red and Blue/Orange Line Managers have been identified, with the Yellow/Green Line Manager to be announced in November 2005. These individuals, along with their Customer Service Managers, are in place to correct just these types of issues. The customer contact information is listed below:

Red Line Manager - Belynda J. Jones
redline@wmata.com
301-562-4605

Blue-Orange Line Manager - Charles J. Dzikuch
blue-orangeline@wmata.com
301-562-4606

General Superintendent Rail Transportation (Yellow/Green) - Rita S. Davis
202-962-5987

Sincerely,


Richard A. White

General Manager and Chief Executive Officer

cc: Mr. Dana Kauffman, WMATA Board of Directors
Mrs. Gladys W. Mack, WMATA Board of Directors
Mr. Charles Deegan, WMATA Board of Directors
Mr. Robert J. Smith, WMATA Board of Directors
Mr. Christopher Zimmerman, WMATA Board of Directors
Mr. Jim Graham, WMATA Board of Directors
Mr. Patrick Sheehan, WMATA Elderly & Disabled Advisory Comm.