



ESCALATOR SAFETY ISSUE
JULY 30, 2015
CASE OIG-I-2015-514

In March 2015, the OIG was notified that an elevator at an Amtrak station was improperly repaired by a contractor, resulting in failure of the escalator and a potential safety issue. We interviewed several witnesses and found no actionable evidence of waste, fraud, or abuse, such as counterfeit parts or product substitution; however, we did find reason to question the quality of the repairs made to the escalator and apparent weaknesses in the service agreement between Amtrak and the contractor. In May 2015, the OIG provided the relevant information from our investigation to Amtrak management to assist them in determining a safe and fiscally responsible solution. Amtrak management recently informed us that it had completed a full review – with the assistance of an outside entity specializing in the inspection and analysis of escalator systems – and reached an agreement with the contractor for a safe and cost effective method to repair the escalator. Additionally, Amtrak management will work to improve future service agreements with contractors.