



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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June 1, 2020

Dear Chair Smedberg, and Members of the Board,

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the month of May 2020. The primary issues we reviewed were: 1) Summer 2020 Shutdown, 2) Bus Arrival Screens, 3) MetroAccess Scheduling Window, and 4) Impact of Bus/Rail Service Reductions on the Disability Community.

Issues of the Month

Summer 2020 Shutdown:

Tatiana Kortikova provided information from the perspective of Rail Planning, whereas, Nick Perfili and James Hamre provided an overview of Bus Planning with regards to the Summer 2020 Shutdown. The AAC was pleased to know that, after completion of the project, platforms at Metrorail stations will be safer and more accessible. Improved safety and efficiency will also enhance customer experience by replacing slip resistant tiles, large digital displays, and new shelters. The bus service plan includes Orange Line local and express shuttles. ADA strategic shuttles will also be available upon requests as a back-up to the regularly scheduled shuttles. MetroAccess will support the transportation of people with disabilities in a manner similar to that employed during the Blue/Yellow line project in 2021.

Bus Arrival Screens:

As part of the Rehab Program, Bus Arrival Screens are being added to the Orange Line stations. Chief Asante informed the AAC about the Bus Arrival Screens that will show bus arrival predictions above the fare-gates, available to customers exiting the station. The Bus prediction screen is exactly like the train arrival prediction screen with an alteration of reversing the colors to distinguish between the train-arrival versus bus-arrival.

For the Bus Arrival Screens, the white color background has black lettering with the logo of the bus provider, destination, and arrival time in minutes in real time. The AAC was pleased to learn that the background color could be modified after installation if needed. The AAC looks forward to the Bus Arrival Screens as additional informational tools.

MetroAccess Scheduling Window:

The AAC was informed that, at this time, MetroAccess is not planning any changes to the scheduling window. For many years MetroAccess used a one-hour scheduling window; 30 minutes before thru 30 minutes after a customer's requested pick-up time. On July 1st, 2019, MetroAccess implemented a 90-minute scheduling window; 45 minutes before thru 45 minutes after a customer's requested pick-up time. The 90-minute scheduling window will remain unchanged for the time being.

Impact of Bus/Rail Service Reductions on the Disability Community

The AAC and its sub-committees held intense discussions with the public concerning Quality of Life (QOL) challenges developing from the reduction in Bus/Rail service in WMATA's response to the CoVid19 Pandemic. We had input from the MAAAC as well as DDOT and individuals concerned with the safety of riders and WMATA staff. A major issue that was discussed was the challenge for personal care workers to travel to their clients. DC has declared health workers for 2 of its hospitals "essential" and provides transportation aid to and from work using money from the Federal Hope program. DC also has found funds to pilot a T2R program that provides a stipend for travel within the District of Columbia. Since WMATA has received Federal Hope funds as has the jurisdictions (DC, MD and Va), and certain disability agencies we would request that the Board and WMATA work with the jurisdictions and other funded disability groups such as CILS to implement programs across all the jurisdictions in the DMV to ease the transportation challenges faced by the disability community and its caregivers.

Thank you to the WMATA family for all of your efforts on our behalf and our good wishes for your continued health and safety.

Sincerely,

Philip Posner
Chair