

AAC Comments on 2018 Budget

Thank you for not raising fares or reducing service this year. We believe that there should have been more hearings for in person input in the 3 jurisdictions, not just one hearing which greatly limits access from the senior and disability community. We also hope that the AAC will be involved in early planning for new projects such as lighting and new rail car design, so that accessibility can be included in the plan, rather than having to develop a fix after the fact.

Capital Budget items to be supported:

- 1) Lighting program: Support to funding of lighting improvements in all areas of the system from track lighting to parking lots.**
- 2) Improved signage (type and location). Improved signage should include it's accessibility to persons with significant vision impairments. Tactile signs on pylons are non-existent and moving the larger print list of stations ahead from pylons to wall signs makes the signage utterly inaccessible. Restore signage, including tactile signage to pylons at accessible heights.**

- 3) Gap reduction (platform repair), continue ongoing platform repairs and modifications affecting gaps, lighting and slippage.**
- 4) Improve slippage safety and visibility (granite stairs, mezzanines, platforms and trains).**
- 5) Elevator/escalator maintenance and upgrades should continue.**
- 6) Bus stop accessibility should be maintained and expanded.**
- 7) Bus accessibility (mobility device turn around to exit bus should be addressed by seating modifications)**
- 8) Funds to complete detectible warnings on platform edge in 100% of stations, as planned and promised.**
- 9) Real time information for MetroAccess vehicles**

Operating Budget:

- 1) Include sufficient funding to maintain current lighting systems, as well as enhancements once installed, at a maximum illumination because this is a critical issue and accounts for a lot of the problems in assessing needed enhancements. Currently, there is no adequate baseline regarding the true status of the station lighting environment.**

- 2) Develop a MetroAccess Pass equivalent to the current bus and rail pass**
- 3) Based upon the actual decrease in number of rides on MAC for 2017 and the increase in revenues from MAC, modify the fare formula, either multiplier or maximum fare.**
- 4) IVR enhancements should be supported, but problems with the current IVR for fixed route travel (schedules and trip planning) has to come first because that information is not otherwise accessible, except to those with computers and/or Smart Phones.**
- 5) Increase the number and frequency of bus routes around the region, especially in areas lacking evening and weekend service**
- 6) When Bus route adjustments are made, MetroAccess riders should be protected**
- 7) Enhance utilization of white boards as a communication aid for customers with hearing challenges (fully distribute to all stations and train station managers in their use).**
- 8) Develop more signage and on train videos highlighting courtesy and priority seating.**

