



AAC

Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
202-962-6060

February 4, 2019

Dear Chair Evans and Members of the Board,

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the month of January 2019. The primary issues we reviewed were: 1) WMATA Budget Public Hearings and 2) MetroAccess Service during Inclement Weather.

Issues of the Month

WMATA Budget: Public Hearings

The AAC discussed the two budgets: Capital and Operational. Under the Capital budget, items that will affect the disability community are the 8000-series, the MetroAccess vehicles, and lighting. Under the Operational budget, the disability community will be affected by the proposed flat weekend fare of \$2 on fixed routes, extended rush hour service and fares changed under the extended rush hours, pass for MetroAccess customers, bicycle locations on trains, platform improvements to be made during the summer and what kind of shuttle service will be provided during the station shut downs.

WMATA's proposed changes for the upcoming budget:

- Expansion of peak service from 5am to 10am and 3pm to 8pm.
- Extend the Yellow line to Greenbelt.
- 8-car trains during peak hours.
- Implement flat weekend fare of \$2.
- Reduced weekly-pass fare amount.

The AAC supports and recommends the following:

- Fares staying at off-peak-hours during the extended rush hours service.
- 8-car trains, but limit bike to the last two cars.
- MetroAccess \$4 fare (without transfer) because of the flat weekend fare of \$2 on fixed routes.
- Implement a pass for MetroAccess riders.
- Metro restoring bus lines that feed into rail stations.

There was also a recommendation that WMATA explores the feasibility of developing variable height seating adjacent to the priority seats marked for people with disabilities and seniors.

Another recommendation that the AAC proposed is that WMATA considers installing jumbotron-style Passenger Information Display System (PIDS) in new Metro rail stations and those stations undergoing renovations. An outdoor jumbotron now operates on 7th Street above the Gallery Place station showing arriving train times and other information.

MetroAccess Service during Inclement Weather

MetroAccess informs customers of service disruption by placing messages on the interactive voice response system as soon as possible and sending automated phone calls to customers with scheduled trips. The AAC recommended to place such messages on the website for customers to see it as they log in to their MetroAccess accounts. The AAC also recommended for MetroAccess to be able to adjust customers' rides and accommodate by providing trips later than originally scheduled times; when various offices, schools, and other entities have delayed openings.

Sincerely,

Philip Posner
Chair