



Accessibility Advisory Committee

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

July 6, 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 June 2020. The primary issues we reviewed were: 1) Elevator/ Escalator Update, 2) Summer 2020 Shutdown Bus/Shuttle Update, and 3) Revision on MetroAccess Customer Guide.

Issues of the Month

Elevator/Escalator Update:

Mitch Nici, Superintendent; Rolando Grimaldi, Assistant Superintendent; and Gideon Gebremariam, Supervisor, provided an update regarding elevator and escalator availability, which has been above 96.5% since April. Mr. Nici also shared the number of elevators and escalators that have been replaced and those that are scheduled for replacement. Mr. Gebremariam has been working with the Office of ADA Policy and Planning on elevator buttons and the lighting issues. He informed the AAC that he has been working on the issue of the location of call buttons inside of the elevators. His team is reviewing configuration and color options concerning the help-buttons for Orange line stations under the platform project. The AAC appreciates all the information shared and the work that has been done as well as those planned for the future. The Department of Elevator and Escalator has been receptive to recommendations received from the AAC, and we are pleased to know that some of those are being implemented.

Summer 2020 Shutdown – Bus/Shuttle Update:

Nick Perfili, Assistant Planning Manager, Office of Bus Planning, provided an update regarding the Bus/Shuttle service during the Summer 2020 Shutdown. The Platform Rehabilitation Project started on May 23, 2020 on the Orange line stations west of Ballston. The shuttle buses are servicing the Orange line between Vienna and Ballston, and the Silver line between Wiehle Reston East and Ballston. As expected, the ridership has been low, about 1800 to 2000 on weekdays and approximately 800 to 1000 on weekends. The current numbers from combined shuttles are the same as rail ridership after COVID - 19, carrying only 5% of the ridership. The AAC was pleased to learn that there has been a positive response to the shuttle service. Some stations are comparatively busier than others, for example Vienna and Ballston, and Wiehle Reston East and Ballston on the Orange and Silver lines, respectively.

Revision on MetroAccess Customer Guide:

Allison Anderson, Operations Manager, MetroAccess, provided a brief update on the Customer Guide revision. Over 90% of recommendations received from the Committee were incorporated. The major outstanding item in the final document is the documentation for the reservation-window pilot that changed from 60 to 90 minutes. The fixed route equivalent will be explained for customers, as well as the Abilities-Ride programs when they are finalized. The customer expectations during this pandemic needs to be included

for future reference. Finally, customers' signatures are no longer needed for trips taken on MetroAccess and that will be included in the final version of the guide. As for the timeline, Ms. Anderson stated that a draft is expected to be complete by the end of September 2020, and the Committee may be able to review and comment by the end of October 2020, followed by the publication in spring of 2021. A brochure is also being reviewed for the revised document. The AAC looks forward to receiving the final draft of this document.

We have been following the Board and Committee meetings on you tube and would be happy to present our monthly report to the via that platform. We have been meeting with the use of ZOOM and have had excellent interactions with the public. The RAC has just begun using a virtual platform and we would be happy to interact with the Board via youtube for our monthly report.

At this time, as an annual practice, the AAC wishes a safe summer break for the Board of Directors, see you in September,

Sincerely,

Philip Posner
Chair