



# AAC

## Accessibility Advisory Committee

600 Fifth Street NW  
Washington, DC 20001  
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November 6, 2017

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 October 2017. The primary issues we reviewed were: 1) MetroAccess Free Ride Benefit (FRB); 2) Elevator and Escalator Performance; and 3) Shuttle Service for Planned Elevator Outages.

### **Issues of the Month**

#### Free Ride Benefit

The AAC is pleased that the City of Alexandria - Driving Alexandria Safely Home (DASH) system now allows Metro customers who are certified as Conditionally Eligible for MetroAccess to use bus and rail for free. In this calendar year there have been over two million bus and/or rail trips through the FRB. The AAC attributes this usage to the accessibility of Metro's fixed route services and encourages MetroAccess customers to use fixed route services for as much of their transportation needs as possible. This new travel option for DASH patrons became effective on October 1, 2017.

#### Elevator and Escalator Performance

Metro staff reported the agency's commitment to maintaining maximum reliability of its elevators and escalators. Metro has set a reliability goal of 97.5% for elevators and 93.5% for escalators, and staff stated that Metro is meeting these targets. Metro has improved the notification process for elevator outages by implementing a remote access system (RAS). RAS provides real-time information to staff on elevator outages, thus providing better accuracy and reliability as well as allowing for shuttle service to be set up in a more timely fashion. RAS is staffed by one person during the week. Given that the Metro system is open seven days a week, the AAC recommends that RAS be monitored 24 hours a day, seven days a week.

#### Shuttle Service for Planned Elevator Outages

Metro is considering a plan to provide planned elevator outage shuttle service through a private company (or a consortium of private companies) with wheelchair-accessible vehicles. Currently, when an elevator is out-of-service for a long-term planned outage, Metro uses a Metrobus vehicle and operator to offer customers a shuttle to the nearest station on the same line and in the same direction. This approach is not the most efficient or cost-effective use of Metrobus resources. Metrobus will continue to provide shuttle service for unplanned elevator outages. The AAC plans to review the proposal and make comments.

### AAC Elections

The AAC elected Dr. Philip Posner as Chairman of the AAC; Ms. Denise Rush as Vice-Chair; and Mr. Elver Ariza-Silva as second Vice-Chair.

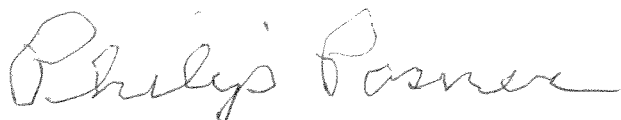
For over two decades, Patrick Sheehan served as AAC Chair of Metro's Accessibility Advisory Committee. In his role as AAC Chair, Mr. Sheehan has been on the front lines to improve public transportation at Metro and around the region for people with disabilities. Through the years, Mr. Sheehan has lent his talents and wise counsel to strengthening the relationship between Metro and the disability community, thus setting the disability community on a trajectory of success. With a standing ovation and a round of applause, the AAC thanked Mr. Sheehan for his phenomenal leadership and commitment to the disability community.

Mr. Sheehan will continue to serve as part of the AAC leadership as Immediate Past Chair of the AAC.

This month, the Sixth Annual Accessibility Excellence Awards was held. The event recognizes Metro's commitment to accessibility and celebrates all the people who make the system safer and more accommodating to customers.

Lastly, the AAC has updated its work plan to focus on the following: (1) Abilities-Ride Program and (2) New MetroAccess Vehicles.

Sincerely,

A handwritten signature in cursive script that reads "Philip Posner".

Phil Posner  
Chair