



## Accessibility Advisory Committee

600 Fifth Street NW  
Washington, DC 20001  
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### FY13 METROACCESS SUBCOMMITTEE WORK PLAN STATUS OF RECOMMENDATIONS AND ACTIONS

Item Number or (A)ction	Description	Target Date	Status	Completion Date
2012-18	Develop detailed problem statement to provide direction for revision of customer information materials and strategies	3/19/2012	Customer Service Task Force in the process of discussing distribution of fact sheets MetroAccess educational videos, and outreach strategies.	
2013-02	MetroAccess Fare Calculator	5/31/2013	Committee updates: 7/6/12, 8/20/12, and 9/17/12. Implementation of Trapeze completed in late May. Report on 5/20/13	
2014-01	MetroAccess Fare Policy Working Group	TBD	Group will reconvene in FY2014	
2013-11	MetroAccess Performance Report (Update)	5/20/2013	Presenter L. Hayford, MACS	
2013-15	New contract implementation (Update)	6/17/2013		
2013-16	MetroAccess Appeals (Update)	6/17/2013		
2013-08	MetroAccess (Update)	6/17/2013	Travel Training and Outreach	
2013-17	MetroAccess ID Card Technology	6/17/2013		

**FY13 COMPLETED**

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2013-01	MetroAccess Bus Stop Sign discussion	7/16/2012	Presentation by Krys Ochia and Scottie Borders;	7/16/2012
2013-03	Seatbelt and Securement presentation	8/20/2012	Presentation by Don Scruggs	8/20/2012
2013-19	Open Payment System	5/20/13	Transferred to BRS 2013 work plan	7/16/2012
2013-20	Metrorail and Wheelchair Ergonomics Study (update)	6/17/13	Transferred to BRS 2013 work plan	7/16/2012
2013-05	Knowledge and Usage Survey (Update)	9/17/2012	Presenter A. Simon	9/17/2012
2013-04	Present MAS work plan for AAC approval	09/17/2012	Finalize plan for approval by AAC in October 2012	9/17/2012
2013-06	Customer Satisfaction Survey (Update)	10/15/2012	Presenter A. Simon	10/15/12
2013-07	Driver Training and Securement	10/15/2012	Demonstration	10/15/12
2013-10	Transition to New Paratransit Contract(s)	12/17/2012	Subcommittee to discuss at 12/17/12 meeting.	12/17/2012
2013-19	Transition to New Paratransit Contract(s) Communication Plan	1/22/2013	Recommendation from the AAC 12/3/12 meeting.	1/22/2013
2012-17	MetroAccess utilization of tolled roadways (ICC)	3/19/2012	A fee for any Metro vehicles to use the toll road cannot be waived at this time. Motion to move further discussion to FY14 work plan.	2/19/13
2012-20	Customer Service Task Force	6/18/2012	MAS voted to move recommendation of the Task Force to full committee for approval.	2/19/13

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2013-20	Transition to New Paratransit Contract(s) Communication Plan	2/19/2013	Recommendation from the AAC 12/3/12 meeting.	2/19/13
2013-21	Transition to New Paratransit Contract(s) Communication Plan	3/18/2013	Recommendation from the AAC 12/3/12 meeting.	3/18/2013
2013-18	Meet & Greet: New Paratransit Contractor(s)	3/18/2013	M. Rademacher, First Transit; R. Werth, Diamond; S. Colburn, MTM; M. Staley, Veolia	3/18/2013
2013-22	MetroAccess Bus Stop Signs – Metrorail Stations	3/18/2013	Corinna Sigsbury presentation	3/18/2013
2013-09	Partnerships (Update)	4/15/2013	MV Transportation and Columbia Lighthouse for the Blind	4/15/2013
2013-14	MAS FY2014 Work Plan	4/15/2013		4/15/2013