



Accessibility Advisory Committee

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

FY13 METROACCESS SUBCOMMITTEE WORK PLAN STATUS OF RECOMMENDATIONS AND ACTIONS

Item Number or (A)ction	Description	Target Date	Status	Completion Date
2012-17	MetroAccess utilization of tolled roadways (ICC)	3/19/2012	Postponed by AAC. New date TBD.	
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 Eligibility (update) fact sheets MetroAccess educational videos, and outreach strategies.	
2012-20	Customer Service Task Force	6/18/2012	Review door-to-door policy. Full recommendation by Nov 2012 meeting	
2013-02	Fare Calculator (Update)	7/16/2012	Updated on 7/6/12, 8/20/12, and 9/17/12	
2013-06	Customer Satisfaction Survey (Update)	10/15/2012	Presenter A. Simon	
2013-07	Driver Training and Securement	10/15/2012	Demonstration	
2013-08	MetroAccess Eligibility (Update)	11/19/2012	Services and Assessments	
2013-09	Partnerships (Update)	11/19/2012	MV Transportation and Columbia Lighthouse for the Blind	
2013-10	Transition to New Paratransit Contract(s)	11/19/2012	Customer expectations. Presented by AAC work group.	
2013-11	MetroAccess Performance Report (Update)	1/22/2013	Presenter L. Hayford, MACS	
2013-12	MetroAccess Fare Policy Working Group	10/17/2012	Group will reconvene and report back at later date.	
2013-13	MetroAccess Bus Stop Signs (Update)	2/19/2013		

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2013-14	MAS FY2014 Work Plan	3/18/2013		
2013-15	New contract implementation (Update)	3/18/2013		
2013-16	MetroAccess Appeals (Update)	4/15/2013		
2013-17	MetroAccess ID Card Technology	4/15/2013		
2013-18	Meet & Greet: New Paratransit Contractor(s)	5/20/2012	Tentative	

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