



**Accessibility Advisory Committee**

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**METROACCESS SUBCOMMITTEE WORK PLAN  
STATUS OF RECOMMENDATIONS AND ACTIONS**

<b>Item Number or (A)ction</b>	<b>Description</b>	<b>Target Date</b>	<b>Status</b>	<b>Completion Date</b>
2012-17	MetroAccess utilization of tolled roadways (ICC)	3/19/2012	Postponed by AAC. Tentatively rescheduled to July 16, 2012.	
2012-18	Develop detailed problem statement to provide direction for revision of customer information materials and strategies	3/19/2012	Work group in the process of discussing distribution of MetroAccess educational videos, Eligibility fact sheets, and outreach strategies.	
2012-20	Review door-to-door policy	6/18/2012		
2013-01	MetroAccess bus stop sign discussion	7/16/2012		
2013-02	Review possible adjustments to trip payment procedures for human services agencies	8/20/2012		

**COMPLETED**

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2011-3 (A)	Support of MetroAccess Contract Extension	4/4/2011	Approved.	4/4/2011
2011-4	Inform public of new open forum (public comment format) at MACS Subcommittee	5/2/2011	Complete.	5/2/2011
2011-8	Revise MACS Performance Report	6/6/2011	Complete. Performance report revised to reflect year over year changes in metrics and contract goals when applicable.	6/6/2011
2011-9	Establish Subcommittee Quorum Requirement	6/6/2011	Complete. AAC determined that two or more AAC members constitute a quorum at Subcommittee meetings.	6/6/2011
2012-1	Establish MetroAccess Fare Policy Working Group	7/25/2011	Complete. Working Group convened on 8/15/2011.	8/15/2011
2012-5	Discuss use of customer surveys to obtain feedback on MACS service and operating policies (including fares)	8/15/2011	Complete.	8/15/2011
2012-8	Review Fixed Route Travel Time Comparability	9/19/2011	Complete.	8/15/2011
2012-7	Chairman to Address Vendor conference and report back to Committee	9/19/2011	Complete. Mr. Sheehan reported back to the AAC.	9/19/2011
2012-10	Review MetroAccess/Access-A-Ride (NYCT) Taxi Use Comparison research	9/19/2011	Complete.	9/19/2011

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2012-2	Establish FY 2012 Subcommittee Work Plan	10/17/2011	Complete. Subcommittee may add items at future meetings.	10/17/2011
2012-3	Safety and Accountability Process Working Group	9/19/2011	Complete. The Subcommittee voted to forward the new consent form to the full AAC for review and approval on 11/3/2011.	10/17/2011
2012-4	MetroAccess Fare Policy Working Group Issues Recommendation	10/17/2011	Complete. Committee may make more recommendations after the Full Committee meeting in December which will outline new fare structure for bus and rail.	11/21/11
2012-6	Establish focus groups by teleconference to discuss safety, service reliability, and customer service needs for next contract	11/21/2011	Complete.	11/21/11
2012-11	Town Hall meetings on proposed business model for next paratransit contract	10/17/2011	Complete.	11/21/11
2012-12 (A)	Respond to letter from AFA to WMATA regarding FY2011 MetroAccess budget	11/21/2011	Complete. Full committee will approve on 12/5/11.	11/21/11
2012-9 (A)	Assemble work group to review customer information materials.	12/19/2011	Work group authorized, to be chaired by Carolyn Bellamy.	12/19/11
2012-13	Formal Fare Policy Recommendations, which will come from the Fare Policy Working Group	1/3/2012	AAC voted to send 2 fare structure proposals to Board of Directors.	1/17/2012
2012-14	Fare Media Return	1/17/2012	4 fare media return dates set for February and March 2012.	2/21/2012

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2012-15	Review actions taken on Reilly report recommendations	2/21/2012	Found satisfactory by Subcommittee.	2/21/2012
2012-16	Identify human services agencies in need of transition to EZ-Pay use	2/21/2012	Item withdrawn.	3/19/2012
2012-19	Review MetroAccess fare calculator	5/21/2012	Complete. Incorporating AAC requests into first and second versions.	5/21/2012
2012-21	Review AAC participation in MetroAccess appeals process	5/21/2012	Complete.	5/21/2012