



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
2012-17	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 MetroAccess educational videos, Eligibility fact sheets, and outreach strategies.	
2012-20	Review door-to-door policy	6/18/2012	Customer Service Task Force in the process of discussing policy. Full Recommendation by Nov. 2012 meeting.	
2013-04	Seatbelt and Securement presentation	8/20/2012		
2013-05	New contract implementation (Update)	6/17/2013		
2013-06	MetroAccess Fare Calculator	8/20/2012		
2013-07	MetroAccess ID Card Technology	9/17/2012		
2013-08	Surveys	9/17/2012	Presenter A. Simon. Discuss the Customer Satisfaction and Knowledge and Usage Survey	
2013-09	MetroAccess Performance Report (Update)	11/19/2012	Presenter L. Hayford, MACS	
2013-10	Customer Expectations for Transition to New Paratransit Contract	12/17/2012		
2013-11	MetroAccess Bus Stop Signs (Update)	1/27/2013		

FY 2013 COMPLETED

Item Number or (A)ction	Description	Target Date	Status	Completion Date
2013-01	MetroAccess Bus Stop Sign discussion	7/16/2012	Complete.	7/16/2012
2013-03	Fare Calculator (Update)	7/16/2012	Complete.	7/16/2012