



Accessibility Advisory Committee

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February 10, 2014

Dear Chair Downs and Members of the Board,

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the month of January 2014. The primary issues we reviewed were: 1) bus stop accessibility information on Metro's Trip; 2) Public Hearings for the FY2015 Budget; 3) an update on Metrorail announcements; and 4) a brief on Metro's 7000 series railcars.

Bus Stop Accessibility Information on the Trip Planner

The AAC was provided an overview of the integration of a proposed database that will make bus stop accessibility information available on Metro's Trip Planner. This prototype would enable customers to obtain accessibility-related information about individual bus stops in the region, such as the presence of a shelter, or if the stop has a landing surface that is connected to the curb or sidewalk. The database would also include maps with photos and other wayfinding information.

The AAC suggested that the prototype include the ability to look up information by street name. The AAC also suggested that the database be used in combination with the MetroAccess ridership map to indicate where some of the improvements of bus stops should take place to make accessing the fixed-route system more accessible for MetroAccess customers. The AAC considers the proposed database on bus stop accessibility to be a great idea because it will allow people with disabilities to travel to new places independently. Upon motion, the AAC recommended that all updates be provided through its Bus/Rail Subcommittee (BRS). The bus stop accessibility prototype is scheduled to be available to the public in June 2014.

FY2015 Budget Public Hearings

The AAC and its subcommittees discussed Metro's upcoming public hearings on the proposed FY2015 Fare Adjustment and the proposed the FY2015 Capital Improvement Program and Federal FY2014 Grant Applications. The Committees received an overview of Metro's process for selecting dates and locations for public hearings from the Office of the Board Secretary and were provided an update on bus shuttle service for the upcoming public hearings by Bus Planning.

Upon motion, the AAC recommended that Metro provide free shuttle services from the nearest Metrorail station to and from all the public hearing locations, in particular the location in Southeast DC, which was previously identified as inaccessible for customers who use walkers and mobility devices. Metro agreed to provide shuttle service to the Southeast DC location. The AAC commended Metro for its prompt and favorable response.

The AAC recommended the following for future public hearings: clearer and simpler instructions for customers; better consultation with the AAC on hearing locations; and ensure that the any survey or other documentation includes information about the possible impact on the disability community. All members of the AAC indicated that they planned to attend the public hearings, and as you may have witness they did participate, provide observations and recommendations.

Metrorail Announcements

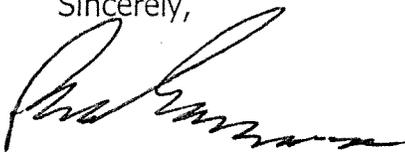
The BRS received an update on enhanced train operator announcements from the Office of Rail Transportation (RTRA). The *Train Operators Training Module* is comprehensive and has an entire section devoted to announcements and how to provide proper service to customers with disabilities and senior citizens. RTRA augments the classroom materials with videos and periodically re-issues its policies on how to properly service stations to all train operators and supervisors. Metro's commitment to enhancing announcements has been demonstrated by the installation of a "left side" auxiliary microphone in its current fleet of railcars as well as incorporating this feature in its new 7000 series model. To monitor announcements, RTRA regularly conducts field audits and addresses infractions immediately.

Occasionally, Metro "expresses" trains, however this practice is infrequent. When trains are expressed, Metro does not skip transfer or core stations. All train operators are instructed to announce "express train" at least two stations prior to the impacted station.

Metrorail 7000 Series Rail Cars

The BRS received an update on the 7000 Series railcars. Virtually all of the recommendations put forth by the AAC were incorporated into Metro's new 7000 series railcars. Some of the accessibility features include automated announcements, improved signage and more hand holds. Upon motion, the BRS recommended amending the Customer Guide for Metrobus and Metrorail with this information to better educate customers about the accessibility features of the new rail cars.

Sincerely,



Patrick Sheehan
Chairman