



AAC

Accessibility Advisory Committee

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

February 4, 2013

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 2013. The primary issues reviewed by the AAC, its subcommittees, and workgroups during the month were Metrorail Station Lighting and an update on the Transition to the new MetroAccess Contract.

Issues of the Month

Metrorail Station Lighting Work Group

The AAC received an update on lighting improvements in the Metrorail system. Lighting is being improved along platforms, track beds, and mezzanines in the system. The first station to receive these lighting improvements was Judiciary Square. Metro is also adding LED fluorescent lighting on the 6000 series railcars and with plans to install this type of lighting in the new 7000 series railcars as well. During the rehabilitation and replacement of escalators Metro will improve the lighting on and around escalators by installing lighting above them along with LED lighting in escalator stair treads. Additionally, Metro is clearing the backlog of lighting maintenance. Issues of safety due to low lighting are Metro's first priorities for repairs.

The AAC applauds Metro for the improvements to lighting and recognize that improving lighting in the system is a long-term initiative that Metro will continue to address.

Transition to the new MetroAccess Contract (Update)

The MetroAccess Subcommittee (MAS) received an update on the transition to the new paratransit contracts. In the new contract providers will be required to maintain safety, on-time performance, productivity, and customer service standards. To ensure a seamless transition, the Trapeze system will continue to be utilized making certain that correct information on customers is retained.

The AAC understands that there will be an adjustment period, yet we expect the new contractors to be experienced and able to deliver MetroAccess service to the level of quality that customers have come to expect. Metro has identified a list of service characteristics that will not change in the transition to the new paratransit contract. This list will be utilized in the communication plan to remind customers of the current service levels. MAS has agreed to provide recommendations as to how best to inform the public about the contract transition.

The AAC also would like to congratulate Metro staff for their outstanding work on the Inauguration of the 44th President of the United States. Good customer service and a

safety-first approach demonstrated Metro as a shining example of a world class transportation system.

In light of Metro's performance on Inauguration Day and with other examples of stellar service, the Bus/Rail Subcommittee (BRS) discussed acknowledging Metro employees who provide outstanding service to senior citizens and people with disabilities. Metro staff will work with the BRS to develop an approach to recognize Metro employees who provide outstanding service to customers, especially those with disabilities.

Lastly the AAC would like to congratulate Mr. Downs on his new position as Chair of Metro's Board of Directors, and Mort Downey and Alvin Nichols as 1st Vice-Chair and 2nd Vice-Chair respectively. The committee wishes each of them much success in their new roles.

Sincerely,

A handwritten signature in black ink, appearing to read "Patrick Sheehan". The signature is fluid and cursive, with a large initial "P" and a long, sweeping underline.

Patrick Sheehan, Chairman