



AAC

Accessibility Advisory Committee

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April 7, 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 March 2014. The primary issues we reviewed were: 1) Fare Policy; 2) Bus Stop Accessibility; 3) Metrobus Public Service Announcements; and 4) Elevator and Escalator Performance.

Issues of the Month

Fare Policy

The AAC would like to thank Metro's Board of Directors, General Manager Richard Sarles, and the entire staff for all the hard work on the FY15 budget. The AAC applauds Metro's decision to reduce the cap on MetroAccess fares to \$6.50, and for eliminating the surcharge on bus fares paid by cash.

Bus Stop Accessibility Presentation

The AAC discussed the Department of Access Services (ACCS) presentation to Metro's Board on bus stop accessibility in the region. Staff presented a new bus stop accessibility standard that adds an accessible pathway criterion to the established ADA definition of an accessible bus stop. Staff also discussed the number of inaccessible bus stops in the region. There are approximately 19,000 bus stops in the region, and more than half are inaccessible. Metro's inventory of bus stops served by Metrobus includes 11,320 stops, of which 5,356 are listed as inaccessible. ACCS has identified 57 inaccessible stops as priority for improvement by the jurisdictions. The AAC views this effort as a step in the right direction for improving accessibility in all jurisdictions and reducing demand for MetroAccess service.

Metrobus Public Service Announcements

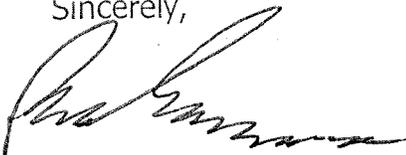
Metro uses public service announcements (PSAs) on Metrobus to communicate short messages to customers. The PSA system is connected to the annunciator system, which provides audio bus stop, route and destination announcements in accordance with the Americans with Disabilities Act (ADA) on all Metrobuses. Metro provides PSAs on a variety of topics related to traveling in the system such as NextBus service, electronic devices, holiday schedules, and safety and security messages. In an effort to provide better communication with customers, Metro reviewed its PSA program and determined that some announcements are too long and can interfere with other announcement on the routes. Metro will consolidate some announcements, eliminate others altogether, and keep all announcements to 15 seconds or less. The BRS commended Metro for its efforts to improve PSA announcements.

Elevator/Escalator Report

Metro is committed to maintaining maximum reliability of its elevators and escalators. It has set a reliability goal of 97.11% for elevators and 91% for escalators, and is on target toward achieving this goal. Although Metro has set a reliability goal, the AAC learned that the percentage of elevator outages listed in reports the committee receives each month is intended to represent the percentage of elevators that were available for public for use at a given point in time, and they are linked only to maintenance records. The AAC provided a number of examples where alerts and outages show an elevator to be in service when the elevator was actually out-of-service. Additionally, in each incident Metro provided shuttle service. It was determined that there is a disconnect between the alerts that communicate elevator outages and the reports detailing data on such outages. The AAC will continue to monitor this issue.

Metro is working to improve the notification process for elevator outages by implementing a remote access system (RAS). The remote monitor will be able to provide real-time information to staff on elevator outages thus providing better accuracy, reliability as well as allow shuttle service to be set-up in a more timely fashion. The AAC suggested that RAS will be tied to the alerts for elevators and escalators. Metro is reviewing the options of remote monitoring for elevators and escalators, including the possible option of manually creating such a system. The RAS is scheduled to be available in June 2014.

Sincerely,

A handwritten signature in black ink, appearing to read "Patrick Sheehan", written in a cursive style.

Patrick Sheehan
Chairman