



AAC

Accessibility Advisory Committee

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

April 2, 2012

Chair Hudgins and Members of the Board,

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the month of March 2012.

Board Strategic Outreach Program

In March, Board Chair Catherine Hudgins met with the AAC and discussed the Metro Board of Directors Strategic Plan. AAC members were pleased to hear that the Board's goals are to: (1) improve mobility in the region; (2) support the development of complete communities; and (3) ensure financial sustainability. Chair Hudgins stated that the Board is interested in feedback from the AAC and advised that written input on areas where the disability community is impacted would be welcomed. The AAC thanked Chair Hudgins for her commitment to the Committee and for improving public transportation for all riders, including people with disabilities.

Joint Meeting With Access For All Committee

The AAC thanked Patrick Wojahn, Chairman, Access For All Committee (AFA), Transportation Planning Board and its members for attending this joint meeting. As part of the MetroAccess contract update, Mr. Kent reported that a multiple contractor approach is being taken in the paratransit Request For Proposal (RFP), to include flexible use of taxi services as recommended by the AFA.

The AAC and the AFA also discussed MetroAccess fare policy. The AAC and the AFA agreed that Metro's Board should simplify and reduce fares. Also discussed were the proposed fees for the use of paper farecards and cash in the fixed route system. Upon motion, the Committees recommended that there should be no penalty for users of cash or paper farecards because of the negative impact on low-income riders.

Bus/Rail Subcommittee Report, March 12, 2012

Metro's Office of Elevator and Escalator Services (ELES) provided an update on the auto-dispatch feature on two-level elevators in Metrorail stations. This feature aids customers with disabilities by transporting them without the need to push a button. ELES plans to install this feature on 11 elevators as part of the upcoming line rehabilitation. The remaining elevators have controller circuitry that is incompatible with the auto-dispatch features. The BRS recommended that Ballston Station elevators be considered for the auto-dispatch feature and that elevator display panels be

standardized throughout the Metrorail system. ELES agreed to follow up and provide feedback.

The BRS recommended greater frequency of train announcements related to the Blue/Yellow Rush Plus and staff at branch points to assist riders with the change in service. The Office of Rail Transportation (RTRA) reported that "left-side" microphones will be installed in the train operator's cabin to facilitate announcements and staff in the stations will provide destination information sheets on the new service. The BRS also recommended surveying customers one month after the Blue/Yellow Rush Plus service has been implemented. RTRA agreed to follow up and provide feedback.

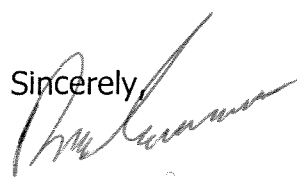
Metro's Office of Networks and Communications presented information on the TTY's within the Metrorail system. With the expansion of wireless service in the system, the use of TTY's has decreased. The Subcommittee agreed that the TTY is a legacy system; nevertheless, some customers still use the service. Many in the Deaf community communicate by cellular and video phones. The IT department is researching the availability of a vendor to support this system, but most vendors no longer do so.

The Station Lighting Work Group discussed lighting in the Metrorail system and agreed to provide an updated list of lighting deficiencies in the Metrorail.

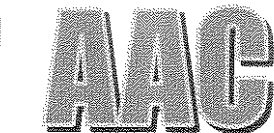
MetroAccess Subcommittee Report, March 19, 2012

Mr. Kent reported that the Vendor Conference, MetroAccess Town Hall Meetings, Focus Groups and benchmarking of other paratransit business models have been completed. Mr. Kent provided an update on the MetroAccess RFP and stated that he was not at liberty to disclose the RFP information in its entirety. The Subcommittee also discussed MetroAccess customers strong attendance at Metro's Public Hearings and voiced their appreciation for all who attended.

The Office of MetroAccess Service provided an update on the Fare Media Exchange. Staff reported that nearly \$6,000 in farecards and tokens were exchanged during the event. The Subcommittee thanked Mr. Raj Srinath, Metro Treasurer, for facilitating the exchange.

Sincerely,


Patrick Sheehan, Chairman



Accessibility Advisory Committee

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

April 17, 2012

Mrs. Catherine Hudgins
Chair, Board of Directors
Washington Metropolitan Area Transit Authority
600 Fifth Street NW
Washington, D.C. 20001

Re: MetroAccess Fare Policy

Dear Chair Hudgins:

At its April 16, 2012 meeting, the Accessibility Advisory Committee (AAC) discussed the General Manager's revisions to the proposed FY2013 budget regarding MetroAccess fares. This letter summarizes the discussion and our recommendation to the Metro Board. Upon motion, the AAC voted to recommend that the Metro Board charge the lowest calculated MetroAccess fare for any requested trip that exists during a 30-minute pick up window of the reservation.

The AAC understands that the current MetroAccess fare policy is based upon 320,000 possible fare combinations over a 30-minute period. During this 30 minute period, the fare for a trip between the same two points can vary between \$3 and \$7. This variance cannot be easily calculated or predicted by the average MetroAccess customer to choose the most advantageous fare.

Therefore, the AAC requests that the WMATA Board adjust the current MetroAccess fare policy to meet the Board's stated Fare Policy standards (see attached). Since a large proportion of MetroAccess users have cognitive disabilities and/or are financially disadvantaged (and therefore do not have the necessary computer skills or access to computers or the internet), the "most advantageous fare" for each reservation should be calculated by WMATA and relayed to the customer at the time of the reservation.

This motion was taken as a result of WMATA failing to follow its own Fare Policy Principles for MetroAccess fares. During the AAC's work with the WMATA staff on Fare Policy, the AAC put forward several proposals that would meet the Board's principles requiring simplified and equitable fares. The AAC still supports these proposals.

The fact that the WMATA Finance Committee on April 12, 2012 approved a motion to remove "Peak of the Peak" (POP) fares in order to simplify fare calculations for rail customers means that the Board will forgo an estimated \$16 million in rail revenue. This is twice the projected 2012 revenue (\$8 million) for MetroAccess. How is it financially feasible to forgo \$16 million in

revenue from rail fares but not financially feasible to adjust MetroAccess fares which are projected to only produce a total of \$8 million in revenue?

We appreciate the opportunity to advise you on matters affecting Metro's customers with disabilities.

Sincerely,

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

Patrick Sheehan, Chairman
Accessibility Advisory Committee



Fare Policy Principles

Approved November 18, 2010

1. Ensure and enhance customer satisfaction
2. Establish a mechanism to allow customers to determine their fares easily
3. Optimize the use of existing capacity
4. Establish equitable fares and ensure compliance with federal regulations
5. Facilitate movement between modes and operators throughout the region
6. Encourage the use of cost-effective media
7. Generate adequate revenue while maximizing ridership