



AAC

Accessibility Advisory Committee

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May 5, 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 April 2014. The primary issues we reviewed were: 1) Metro's Text Tip Program; and 2) Metrorail Elevator Cleanliness and Maintenance.

Issues of the Month

Metro's Text Tips Program

Metro offers a texting program for non-emergency situations that may occur on bus and rail. Customers can text non-emergency information to 696873 or use the letters MYMTPD, and should provide the following information in their initial text: 1) description of a person or problem; 2) where the incident has or is occurring; 3) train or bus number including direction of the route; and 4) the time of the incident. Once a text is received, Metro provides an automatic response, and all information shared remains confidential. The AAC commends Metro for this effort to enhance communication options for customers.

Metrorail Elevator Cleanliness and Maintenance

Metro's Office of Plant Maintenance (PLNT) provided a presentation on custodial service in the Metrorail system. The AAC is concerned about the frequency of individuals using Metro's elevators as restrooms and how this behavior adversely affects customers with disabilities who must rely on the elevators. Metro has installed cameras to deter this type of activity, and on some occasions, Metro's Transit Police (MTPD) has been called upon as another layer of prevention. Despite these efforts, Metro has seen a rise in incidents on elevators at the Takoma, Shady Grove, Gallery Place, DuPont Circle, and Bethesda stations.

One conclusion reached by members is that PLNT's custodial and maintenance schedule poses a challenge to addressing elevator cleanliness issues. Specifically, the custodial staff does not begin work until after the rail stations have opened, and their shifts end before the rail stations close. The Committee recommends that this practice be reviewed. Members thanked PLNT for working to keep Metro's stations and elevators clean.

Sincerely,

Patrick Sheehan
Chairman