



AAC

Accessibility Advisory Committee

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

June 1, 2015

Dear Chair Downey and Members of the Board,

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the month of May 2015. The primary issues we reviewed were: 1) Metro's New Electronic Payment Program and 2) New Members.

Issues of the Month

Metro's New Electronic Payment Program

The AAC received an update on Metro's next generation of fare collection equipment project. Under the New Electronic Payment Program (NEPP) Metro is moving to an account-based system that allows customers more fare media loading options including credit and debit cards, smartphones, personal bank accounts, and cash, along with retail outlets. The new system will also allow customers to check fare balances and monitor accounts as well as automatically add funds to accounts of SmartBenefits users. The new system will allow customers to use Metro's current accessible fare vending machines to check balances, while also incorporating a smartphone application to do the same.

There is currently a NEPP pilot program underway to test the core capability of the equipment, and to ensure the system is capable of running a high volume of transactions and can handle high-speed processing of information. The next phase of will test the full functionality including the user interface. The AAC views this as the most critical phase in the pilot because it relates to all of the customers applications.

The AAC recommends a thorough review of guidelines for accessibility as it relates to "time-out" options for data entry. Some programs do not allow customer enough time to enter information to complete a transaction or process, thus making the process of entering information very frustrating for some customers with disabilities. The AAC also recommends that members be kept abreast of the testing for mobile applications to ensure accessibility and the discussions on technology as it applies to MetroAccess service.

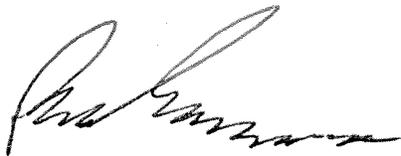
The AAC thanked Metro for the thorough presentation on fare collection equipment. The next generation of fare collection equipment will enhance the riding experience for a wide range of customers. The AAC welcomes any opportunity to test the functionality of the new fare equipment for accessibility prior to full operation in the system and provide feedback on the user experience.

New Members

The AAC would like to thank the Board for appointment of new members. With the selection, the Committee will be at full staff vigorously continuing its work on advising the Board on Safe, Accessible, and Sustainable public transportation solutions.

Lastly, the AAC would like to welcome the new members to Metro's Board of Directors and extend an open invitation to all members to attend any of the AAC monthly meetings. The AAC wishes the new members 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 "S".

Patrick Sheehan
Chairman