



AAC

Accessibility Advisory Committee

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June 2, 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 May 2014. The primary issues we reviewed were: 1) MetroAccess Customer Guide; 2) Station Lighting and Maintenance Report; 3) ADA Ombudsman Report; and 4) 2014 AAC Recruitment.

Issues of the Month

MetroAccess Customer Guide

The AAC has partnered with Metro staff in the development of a new edition of the MetroAccess Customer Guide. The Guide is designed to improve the travel experience of customers using the paratransit service. The Guide also provides customers with updated information on the MetroAccess Securement Policy, which requires each passenger to wear a seatbelt throughout the duration of their trip, while providing clarification on the wavier rights of customers in accordance with state seatbelt laws. The Guide will be sent to all customers and distributed widely throughout the region.

Station Lighting and Maintenance Report

Metro's Transit Infrastructure Engineering Service (TIES) provided an update on lighting improvements and maintenance in the rail station. In June 2014, Metro will have completed lighting improvements at 26 mezzanines at its underground stations and is on schedule to have the remaining 19 stations finished by the end of FY2015. The next step is platform lighting improvements at all underground rail stations. Those improvements are scheduled to begin in FY2016. The AAC and the disability community applaud Metro for their progress and commitment to upgrading lighting in the Metrorail system.

ADA Ombudsman Report

To be more responsive to customer concerns on fixed route services, the ADA Ombudsman will be available at all Bus and Rail Subcommittee meetings to serve as point of contact for fixed route service-related issues. The ADA Ombudsman's presence has had a significant impact on resolving customer issues.

2014 AAC Recruitment

The AAC would like to thank the Board for approval of seven new and two reappointed members to the Committee.

Sincerely,

Patrick Sheehan
Chairman