



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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June 4, 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 May 2012.

Bus/Rail Subcommittee (BRS)

BRS received an update on bus stop improvements from Metro's Office of Bus Planning, who noted that 1,100 bus stops signs have been improved in the system. Some of the new features will include NextBus Identification numbers in Braille, raised lettering, and larger lettering for greater visibility. LED displays with an audio component to announce real-time NextBus information and other service announcement will be placed at Metrorail stations. MetroAccess signage will also be updated and mirror the same color of the transit property signs in the area that the MetroAccess signage is placed. All signs are in compliance with the Americans with Disabilities Act (ADA). BRS approved BPLN new bus stop signage and recommended that MetroAccess bus stops be distinguishable at a location with multiple entrances. Staff reported that the MetroAccess signage will identify pick-up and drop-off points.

The BRS discussed Chair Holland's response on the of the ergonomics study to Metro's Board. The BRS disagrees with the study, citing that the Metro system meets, and in some areas exceeds, requirements under the Americans with Disabilities Act (ADA), and that the Federal Transit Administration (FTA) has inspected Metro system and found it to be compliant. The AAC agreed with the BRS's conclusion of the study, and upon motion, unanimously approved Chair Holland's response to the Board.

The Office of MTPD Emergency Management discussed emergency preparedness and reported that E-tech Carts, E-kits light sticks, battery operated carts and other supplies are pre-staged throughout the stations to improve the response in an emergency. Drills are conducted regularly with the jurisdictions, and customers with disabilities participate in the exercises to simulate a real-world experience of a rescue. The BRS recommended inspection of the Automated External Defibrillator device (AED) in the system. Staff reported that the AED is tested regularly.

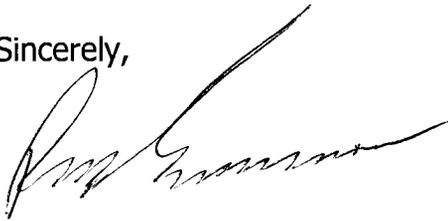
MetroAccess Subcommittee (MAS)

MAS discussed its role in the MetroAccess appeals process. Appeals panels are held regularly and require AAC members to serve as the customer's advocate. Staff encouraged greater participation by members in this process that serves the disability community. MAS agreed and forwarded the matter to the AAC for further discussion.

Staff provided an update on the Request for Proposal (RFP) for the next paratransit contract that will focus on quality assurance, the call center, fleet management, driver training, and provision of taxi service. The BRS recommended that the RFP include technology that provides real-time information on the location of a MetroAccess vehicle. Mr. Kent reported that proposals will be solicited for many different functions, and innovations and all companies are welcome to apply. A separate quality assurance contract will monitor performance standards. Staff intends to award a contract by the end of this calendar year, and service will begin in July 2013.

MAS also discussed the proposed one-line MetroAccess Fare Calculator that will provide customers information on fare options associated with the requested time and date of travel. This tool is scheduled for release by July 1, 2012. Further development of this tool is being researched to allow MetroAccess reservations agents to offer these options by phone. Presently, only two queries are permitted for shopping fares. We look forward to further collaboration with staff to provide customers with more choices and greater flexibility in their use of MetroAccess.

Sincerely,

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

Patrick Sheehan, Chairman