



# AAC

## Accessibility Advisory Committee

600 Fifth Street NW  
Washington, DC 20001  
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July 21, 2011

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 June 2011.

### **Customer Comments from AAC Meeting, June 6, 2011**

Comments were received about the need for better lighting and the installation of “bumpy tiles” throughout the Metrorail system. The AAC’s Bus/Rail Subcommittee has added this issue to its FY 2012 work plan which is currently under development. Other comments centered on the need for the MetroAccess call center to relay pertinent information to paratransit drivers to enable them to locate and assist customers effectively. Staff confirmed that the call center is required to provide details such as disability type and mobility aid to drivers, but the communication process involves ongoing training and supervision of the employees involved. The MetroAccess subcommittee will review these issues as part of its FY 2012 work plan.

### **MetroAccess Subcommittee Report, June 27, 2011**

The MetroAccess Subcommittee discussed the complexity of the new paratransit fare policy and its impact on customers. Staff provided technical detail on the process and confirmed that the software is functioning as intended. The Subcommittee expressed concern that the process is too complicated for customers to be able to predict the fare charged or make discretionary choices about when to travel based on the fare. Concerns were also raised that the fare calculation does not take system outages into account. The Subcommittee has recommended the formation of a working group to further examine alternative recommendations to be forwarded to the Board at a future date. The Subcommittee has also recommended that the AAC be included in the Board’s upcoming review of fare policy as part of the FY 2013 budget process. Both of these recommendations were forwarded for consideration by the full committee on July 11.

### **Bus/Rail Subcommittee Report, June 28, 2011**

The Bus/Rail Subcommittee finalized its FY2012 work plan and will present the work plan to the AAC in July for approval. The work plan includes a review of such items as signage, lighting, announcements and bus stop accessibility. Several members of the Subcommittee attended the 7000 Series Railcar Mockup Inspection at the New Carrollton Rail Yard. The Subcommittee has agreed to coordinate its recommendations

with those of the Riders' Advisory Council, and the focus will be on the placement of stanchions and priority seating.

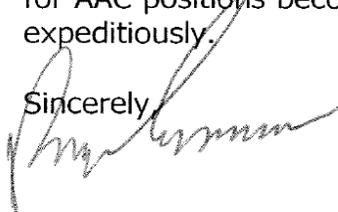
### **Board Communication**

In June, Board member Mary Hynes met with the AAC and provided an update on the review of the governance of Metro by its Board of Directors. AAC members were pleased to hear that the Board is considering: (1) increasing the means through which the public can offer comment at meetings of the Board and its committees; and (2) allowing more time for vetting with its advisory bodies before taking action. Ms. Hynes stated that the Board is very interested in feedback from the AAC and advised that written input on governance issues would be welcomed. She added that the Board would be interested in AAC feedback on how it can engage more effectively with our Committee and suggested that the assignment of a Board member liaison to the AAC may be an option. The AAC was appreciative of the suggestion and welcomes any opportunity to interact with the Board.

### **Appointment of AAC Members**

Assistant General Manager of Access Services, Christian Kent, reported on the status of the recruitment of new AAC members. He advised that the initial interview phase was completed and that appointment of fifteen of the twenty seats on the committee will be recommended due to the need for further recruitment in under-represented jurisdictions and disability types. The recommendations include two at-large positions coming from the Metropolitan Washington Council of Governments Access for All Committee. Given the number of vacancies and expired terms on the AAC, we look forward to the confirmation of these appointments and recommend that the recruitment for AAC positions become an ongoing function to ensure that future vacancies are filled expeditiously.

Sincerely,



Patrick Sheehan, Chairman