



AAC

Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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July 7, 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 June 2014. The primary issues we reviewed were: 1) Accessible Meeting Locations; 2) Metro's New Electronic Payment Program; 3) Signage: A Joint Meeting with Metro's Riders Advisory Council (RAC); 4) MetroAccess New Vehicles; 5) Silver Line Tour; and 6) 2014 AAC Accomplishments.

Issues of the Month

Accessible Meeting Locations

The AAC, the Office of the Board Secretary, and the Department of Access Services (ACCS) discussed standards and criteria for accessible public hearing/meeting locations. ACCS has developed a checklist to be used for the review of locations, and the AAC will continue to recommend locations and provide feedback as Metro develops a list of approved locations.

New Electronic Payment Program

An update was provided on Metro's New Electronic Payment Program (NEPP). Metro is changing its fare collection system to, in part, allow customers greater flexibility in their method of payment. A pilot program is scheduled to begin in January 2015 and run until June 2015. A total of ten mezzanines, 50 buses, and two parking facilities will be included in the pilot.

Metro Signage Program – Joint Meeting with Riders' Advisory Council

The AAC was joined by the RAC to discuss Metro's proposed signage program for the Metrorail system. A review of Metro's existing signage in the system determined that the messages are not consistent system-wide; the locations are not standard for customer viewing; and some signs are non-compliant with the Americans with Disabilities Act (ADA) or Metro standards.

In the proposal presented by Metro staff, name signs would be more prominent; the direction of the train travel would be demonstrated clearly; exit information with accessible signage and elevator symbols would be included on all signs; and cardinal directions would be used for way-finding as opposed to the names of end stations. Comments from AAC members and the public were mixed. The suggested changes to the name signs and exit and elevator information were viewed positively. However, the use of cardinal directions on the signs and trains was opposed by the majority for being too confusing. For example, at the Smithsonian station where Orange, Blue, and Silver lines run on the same platform, the signage would be labeled East or West. Thus, someone going east might unexpectedly end in Vienna, Reston, or Alexandria if they boarded a train other than the one going to their desired destination.

The members of the AAC and RAC also agreed that the display on the rail cars should still provide the color of the line and the end station and be consistent with the PIDS. Upon motion, the AAC voted that Metro should add the accessible and directional symbols to the all the signs immediately.

Silver Line Tour

The AAC would like to thank the Board for the opportunity to visit two Silver Line stations and review their accessibility features prior to the grand opening. We also want to thank the Board for their invitation to the AAC to attend the Opening Ceremony and Post-Inaugural Reception. The opening ceremony will occur on July 26th, which is also the 24th Anniversary of the signing of the Americans with Disabilities Act (ADA). The AAC suggests that the opening ceremony include an acknowledgement of the significance of these new accessible stations occurring on the ADA anniversary and the important role that accessible public transit plays in making the promise of the ADA of a more integrated and inclusive community a reality!

Many people contributed to the development of Phase I of the Silver Line, the AAC hopes that you will acknowledge the major role played by House of Delegates Member Kenneth R. Plum from Reston, Congressmen Gerald E. Connolly, James P. Moran and Frank R. Wolf, and Fairfax County Supervisors Catherine M. Hudgins and Jeffrey C. McKay, as well as the advocacy efforts of the Fairfax Area Disability Services Board, which together with the AAC worked to ensure that the Silver Line stations would be fully accessible.

New MetroAccess Vehicles

By the end of FY2014, Metro will receive a total of 175 new MetroAccess vehicles. As a safety initiative, bold chevron graphics have been added to the back of 30 MetroAccess vehicles in a pilot program aimed at reducing the number of incidents where an adverse vehicle strikes a MetroAccess vehicle from behind. The pilot will run for six months and an update will be provided to the MetroAccess Subcommittee.

New Member Orientation

The AAC will welcome seven new members and two re-appointed members at its July meeting. There will be an orientation session for new members on July 14th immediately following the Bus and Rail Subcommittee meeting.

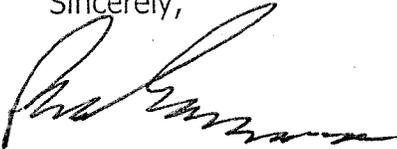
AAC's 2014 Accomplishments

The AAC and its subcommittees played an instrumental role in advising Metro on a number of issues during 2014. Below is a list of accomplishments:

- Informed revisions to the MetroAccess Customer Guide
- Advocated successfully for the reduction in the MetroAccess maximum fare
- Established the MetroAccess Essential Policies Pamphlet
- Advised on the implementation of the new MetroAccess contracts
- Prompted ADA Ombudsman participation at BRS meetings to capture fixed-route customer issues.

The AAC is proud of these achievements and has already started working on new initiatives from our FY15 work plan. We appreciate the support we continue to receive from the Board, staff, and look forward to another productive year.

Sincerely,

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

Patrick Sheehan
Chairman