



AAC

Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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October 6, 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 September 2014. The primary issues we reviewed were: 1) Universal Securement Policy for Metrobus and Metrorail; 2) Bus Service/Bus Stop Consolidation (Impact on MetroAccess Service); 3) MetroAccess Customer Satisfaction Survey; and 4) Recognition of General Manager and CEO, Richard Sarles.

Issues of the Month

Universal Securement Policy for Metrobus and Metrorail

The AAC completed the last action item from its first quarterly meeting with Metro's Executive Board, holding an open discussion about a possible policy of mandatory securement for Metrobus and Metrorail. The Committee was provided information about securement policies in use by other transportation systems for consideration. Many members expressed strong opposition to a mandatory securement policy, pointing out that newer automatic chairs are heavier and have less movement than traditional manual chairs, and therefore do not need to be tied down. Members also stated that mandatory securement would place a large burden on Metro to train Bus Operators on the many different types of mobility devices and securement devices. The majority of the AAC agreed with Metro's current securement policy, which emphasizes safety while providing customer choice. The AAC recommends that Metro consider developing an accessible securement system that offers multiple ways for customers using mobility devices to be secured.

Bus Service/Bus Stop Consolidation (Impact on MetroAccess Service)

Metro's Office of Bus Planning provided a presentation on service evaluations and the process for considering and recommending bus stop consolidation. Metro performs service evaluations of various bus lines to improve reliability and frequency of the service and to mutually accommodate the demand of customers and interests of local communities. The evaluations include ride checks; customer focus groups; operator interviews; rider surveys; and bus stop assessments. Metro has recently evaluated 44 bus lines and a number of bus stops along those lines for possible consolidation.

When either a bus route discontinued or a bus stop is removed, each has the potential to affect the MetroAccess service area. Changes based on this round of evaluations would have the potential to negatively impact current MetroAccess customers in the southern region of Prince George's County, particularly Oxon Hill.

This is of concern to the AAC, and the AAC will continue to monitor this issue as well as participate in the related public hearings.

MetroAccess Customer Satisfaction Surveys

Metro's Office of Customer Research provided a fresh perspective on MetroAccess service and overall satisfaction. Research was shared from the New York Metropolitan Transit Authority, including eleven transportation agencies for the 2011 calendar year and FY10/11. Metro ranks seventh among our peer agencies. The AAC was pleased that Metro was included in the study. The AAC views this as an opportunity for Metro to educate customers on its travel training services and other accessible features of the fixed route system.

Recognition

With the recent announcement by Richard Sarles, General Manager and CEO, the AAC would like publicly thank him for his strong leadership and support for universal improvements in the system that have helped all customers, especially customers with disabilities.

The AAC would also like to extend their gratitude to Carol Dillon Kissal, former Metro CFO for her guidance with the MetroAccess Fare Calculator and MetroAccess Fare Policy.

The AAC would also like to congratulate Omari June, Director, MetroAccess Service, for being recognized as one of the top young leaders in the transportation industry in Mass Transit Magazine's listing of "Top 40 Under 40."

Sincerely,

A handwritten signature in black ink, appearing to read "Patrick Sheehan". The signature is fluid and cursive, with a long horizontal stroke at the end.

Patrick Sheehan
Chairman