



AAC

Accessibility Advisory Committee

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Dear 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 September 2012. The primary issues reviewed by the AAC, its subcommittees, and workgroups during the month were the Rail Service Standards, MetroAccess Fare Calculator, and the MetroAccess Knowledge and Usage Survey.

Issues of the Month

Rail Service Standards

The AAC received a briefing on the development of Rail Service Standards for Metrorail services. These standards will formally define Metrorail's service parameters and inform customers on what to expect from Metrorail performance. The development of these standards will occur in phases, with the first phase concentrating on three key standards: (1) hours of service; (2) peak headways; and (3) peak capacity. Currently, there is no standard on normal hours of operation, peak period for service, or peak capacity on trains and station platforms.

The Bus/Rail Subcommittee (BRS) will conduct further review of the information shared, and will lead the development of the AAC's official feedback on the first phase of the standards development process.

MetroAccess Fare Calculator

The AAC received an update on the MetroAccess Fare Calculator. While technical issues are being resolved for the first phase of implementation, the next step is to integrate the Fare Calculator into the reservation process. It is estimated that this integration will take approximately eight months. By integrating the Fare Calculator into the reservation process a customer will be able to select the lowest possible fare even if the actual scheduled time reserved is different. This option will be available for reservations made online through the trip-booking module or by phone with a MetroAccess reservationist. The AAC supports full integration because it enables all MetroAccess customers to shop for the most affordable fare.

MetroAccess Knowledge and Usage Survey

The BRS was briefed on a survey of MetroAccess customers conducted by Metro - the *MetroAccess Knowledge and Usage Study*. This study was designed to analyze the characteristics and fixed route usage patterns of MetroAccess customers who are Conditionally Eligible for the service. MetroAccess customers who are conditionally eligible can ride the fixed route service for free through the Free Ride Program.

The primary reasons indicated for taking a fixed route trip instead of a MetroAccess trip were convenience and the need for transportation on a short notice. Other results of the survey showed that about one third of these customers had decreased their use of fixed route service in the past year and that more use Metrobus than Metrorail. The AAC will be exploring the data, looking particularly at how the data compares to the overall ridership on Metrobus and Metrorail during the same time period.

Other Issues

1. The BRS continued its discussion on bus stop accessibility with Arlington County Division of Transportation and Montgomery County Division of Transit Services. Arlington County reported completing upgrades to 30 bus stops. An additional six bus stops are slated for improvements that meet ADA requirements this fiscal year. In the next fiscal year, Arlington County plans to upgrade 10 more bus stops, install 10 new bus shelters, 20 new benches and 20 new trash receptacles, as well as add other amenities such as transit information boxes and improved lighting. The BRS recommended that the County look to ensure that curb cuts are more visible.

Montgomery County reported that its budget for the next fiscal year includes approved funds to improve additional bus stops in the county.

2. The AAC appointed Denise Rush as Vice-Chair of the MetroAccess Subcommittee.

Sincerely,

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

Patrick Sheehan, Chairman