



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
202-962-6060

June 5, 2017

Dear Chair Evans and Members of the Board,

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the month of May 2017. The primary issues we reviewed were: 1) Metrorail Future Access Design; 2) Pentagon City Pedestrian Tunnel; and 4) MetroAccess Service Delivery Proposal.

Issue of the Month

Metrorail Future Access Design – Gallery Place

The AAC discussed a common concern of the disability community, which is how to navigate crowds and where to stand on the platform at the Gallery Place Metrorail station.

Metro is examining this issue of crowd control by surveying customers through Metro's Amplify program. Metro is considering reversing the escalators and adding a guardrail between the elevators and the escalators on the Chinatown side of the station. This will prevent customers from crossing over from either side to the other, and direct customers around the elevator area to access the Shady Grove side of the platform. Another consideration would be to improve the floor signage for where the six-car trains stop, or use an audio beacon system to alert customers as to whether the arriving train is a six- or eight-car train.

In evaluating whether to use the audio beacons to alert customers of the number of railcars in an arriving train, the AAC advises Metro to consider the decibel level required so customers can hear the beacons over the crowds and trains. Alternately, the AAC recommends that Metro require train operators to announce the number of arriving railcars entering the station. This is a practice of the Bay Area Rapid Transit (BART) system in Oakland, California. The AAC stresses the importance of continued research on the issue and involving people with disabilities in the process to ensure the proposed solutions will work for all customers.

Pentagon City Pedestrian Tunnel

The AAC discussed access to the Pentagon City Pedestrian Tunnel after the issue was raised at a recent Metro Board meeting. The pedestrian tunnel is adjacent to the Pentagon City station and lacks access for Metro customers who use mobility devices.

The AAC objects to the opening of the tunnel as it is not accessible and could violate the terms of the lawsuit brought by Richard Hedding under the Americans with

Disabilities Act and Section 504 of the Rehabilitation Act of 1973. Nonetheless, for the safety of all customers, the AAC recommends that Metro add signage and information on the website to advise customers that the tunnel is not accessible for mobility devices. This would advise customers who use mobility devices that the tunnel is not accessible and therefore should not be used as an exit or in an emergency.

MetroAccess Service Delivery Proposal

The AAC discussed the MetroAccess Service Delivery proposal. Metro held a Service Delivery Pre-Proposal Conference for the solicitation of additional MetroAccess Service providers. The invitation to this event was extended to those companies interested in providing the service.

Although the scope of work is relatively the same as previous solicitations, the AAC is concerned that a change in service providers could increase the cost of the service to Metro, which in turn would pass the increased cost to the customers in the form of higher fares. The AAC will continue to monitor the process. It is anticipated that a decision will be made in August 2017, and the new companies will begin operating service in October 2017.

In Appreciation

The AAC would like to give a sincere 'thank you' to Metro Board members Christian Dorsey, Leif Dormsjo, Jim Corcoran, Kathryn Porter, Malcolm Augustine and Robert Lauby for having an intimate conversation with the disability community to learn first-hand the concerns impacting customers using Metrorail, Metrobus and MetroAccess service.

The AAC monthly meetings take place at Metro's headquarters in the Lobby Level Meeting Room. The meeting schedule for the remainder of the year is below.

2017

July 10, 2017 – 5:30 - 7:30

September 5, 2017 – 5:30 - 7:30

November 6, 2017 – 5:30 - 7:30

August – No Meeting

October 2, 2018 – 5:30 - 7:30

December 4, 2017 – 5:30 - 7:30

Lastly, the AAC is developing its work plan for the coming year, and plans to explore the following ideas: (1) MetroAccess Travel Passes, (2) Commuter Rail Travel Training, and (3) Street-to-Mezzanine Elevators - Default Positions.

Sincerely,



Patrick Sheehan
Chair