



## Accessibility Advisory Committee

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

December 7, 2020

Dear Chair Smedberg, and Members of the Board,

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the month of November 2020. The primary issues we reviewed were: 1) MetroAccess Sedans, 2) Station Signage and Information, and 3) EZ Pay Password Requirement.

### **Issues of the Month**

#### MetroAccess Sedans:

The AAC does not feel the Procurement Department followed its own best practices with regard to the purchase of the new MetroAccess sedans. From not separating the upfitting from the purchase of the vehicles to amending the technical specifications instead of issuing a sole source contract, the AAC feels these actions led to the purchase of a good vehicle, but not the most accessible vehicle. The AAC believes further review of this procurement should be conducted by the Board, the General Manager, and the Office of Inspector General.

#### Station Signage and Information:

Thomas Proctor, Environmental Graphics Design Specialist, Engineering and Architecture Department, and Brian Anderson, Director, Innovation and Digital Communication, provided information about the digital displays that will be replacement of the Station Ahead List (SAL). The AAC was informed that the digital displays utilized will be ADA compliant, would provide flexibility and deliver much greater information for customers. The Committee was glad to learn that the digital displays provide flexibility for delivering a variety of information at WMATAs platforms. The AAC looks forward to the new digital displays, as some visuals were displayed that illustrated that these will be ADA compliant, customer friendly as the fonts will be larger, the screens will be larger in size, and provide flexibility of updating the information as any changes occur. Some of the features including the Metrorail System Map for navigation and trip planning, real-time service updates, and even emergency messaging can be easily displayed.

#### EZ Pay Password Requirement:

David Shaffer, Ombudsman, Office of ADA Policy and Planning, stated the current password is a customer's date of birth and could be easily compromised. He talked about the new password requirement for web-booking. Mr. Shaffer stated we are looking at how a secured password and reset could be made. To increase the convenience and security, the customer would be asked to change the password once it goes live. It would be a simple process where the customer would enter the old password, followed by entering the new password twice, with both entries on the new password matching. In case the customer forgets the password and needs to reset, they need to ensure that the Eligibility Office has the customer's email address. The strength of the password is still being evaluated, although it will be alpha-numeric. The AAC was happy to hear about the

upcoming changes that will secure customer privacy, yet the staff is considering usability and convenience of the users.

Sincerely,

Philip Posner  
Chair