November 1, 2021

Dear Chair Smedberg, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of October 2021. The primary issues we reviewed were: 1) Rules for Comments, 2) Floating Bus Stops - Arlington County, and 3) MetroAccess 10-Minutes Pre-Arrival Call Discontinued.

Issues of the Month

Rules for Comments:
Chair Posner stated there have been recommendations of re-establishing a practice from when the meetings were held in-person, as follows: The Committee members will be recognized to speak by raising their hand, without anger and/or excitement, for the topic that is on the table for discussion. During Public Comments, three minutes will be allotted for public comments, which will be timed with a timer. At the end of the three minutes, the sound would be turned on and if needed, the speaker's microphone would be muted. With 30 seconds remaining to speak at the three minutes mark, the Chairperson would alert the speaker. This practice worked well in the past and will work well going forward.

In the past meetings, Chair Posner has recognized the public for committee discussions, after the committee has had an opportunity to speak about the discussion on the table. That member of the public may give insight on the discussion. Unfortunately, in the past several meetings, that has been abused by some members of the public. That is the reason for changing back to what the AAC used to do during the in-person meetings. This was a recommendation of several of the committee members. A motion was proposed by Chair Posner and passed unanimously, to be effective immediately.

Floating Bus Stops – Arlington County:
Paul Mounier, Arlington County, presented information about the Floating Bus Stops. Mr. Mounier stated Arlington's vision of transportation is a system that provides equity and access to all users. He shared information about the current efforts with a total number of bus stops, where Arlington buses serve, and the stops that are scheduled for improvements. Discussing the planned efforts, Mr. Mounier stated bus stops improvements include ADA compliance. He stated there are 20 planned stops and some of those are under private projects. Currently, there is only one Floating bus stop in Arlington County, located at Wilson Blvd. & N. Pierce Street. This stop was designed using NACTO and ADA guidance, and standard is the "minimum" treatment, although additional features can be added. There are nine other stops in various stages of design. Again, some of those stops are county projects whereas others are private developers.

The AAC recommended stop signs at the floating bus stops, alerting bicyclists and scooter riders to stop for pedestrians. The stop sign would make it safer for all, particularly those who are blind or have low vision. The AAC hopes that Arlington County would follow the ADA, be compliant, and ensure safety of persons with disabilities.

<u>MetroAccess 10-Minutes Pre-Arrival Call Discontinued:</u>
Chair Semelfort stated in the beginning, the pre-arrival calls were accurate however, with time, the calls were not as reliable.

Christiaan Blake, Managing Director, Access Services, stated the pilot was to provide convenience for customers, and to avoid the prospect of customers waiting for a vehicle throughout the entirety of their pick-up window. Instead, the customer would receive a pre-arrival call when the vehicle was about 10 minutes away. Unfortunately, the technology has not worked as intended. At this time, MetroAccess management is prepared to put an end to this effort, and prepare for a better effort in the future. Mr. Blake stated if the Committee agrees, we will move ahead and unwind that process. From now forward, there will be no pre-arrival calls. Mr. Blake further stated that we would return the feature with some lessons learned and more accuracy when the technology allows.

The MetroAccess Subcommittee of the Accessibility Advisory Committee had a consensus to discontinue the pilot of pre-arrival call for MetroAccess rides.

Sincerely,

Philip Posner
Chair