



## Accessibility Advisory Committee

600 Fifth Street NW  
Washington, DC 20001

March 7, 2022

Dear Chair Smedberg, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of February 2022. The primary issues we reviewed were: 1) MetroAccess ID Cards, New Faregates, 2) Hedding Award, 3) Board Member Meet and Greet, and 4) Transit Accessibility Center at New WMATA DC Headquarters.

### Issues of the Month

#### MetroAccess ID Cards, New Faregates:

Christopher Colbert, Director, Eligibility Certification, informed the Committee that all customers who have MetroAccess IDs and Reduced Farecards, have been issued the newer SmarTrip cards. Therefore, no customer should have trouble using the new faregates. He further stated that the individuals who have purchased the senior SmarTrip cards in the years past, may need to check their cards. Any cards starting with 0167 would not have trouble being used at the new faregates.

The AAC was glad to learn that over the years with appropriate planning, new cards have been provided to MetroAccess customers as well as those who use the reduced fare SmarTrip cards. The AAC hopes that the disability and senior communities will not have trouble using their cards effective March 1<sup>st</sup>, 2022.

#### Richard W. Hedding Award Ceremony:

The Richard W. Hedding Award 2021 virtual ceremony was held during the Bus and Rail Subcommittee (BRS) meeting. A member of the disability community, Barbara J. Milleville, was honored for her advocacy for the lighting improvements at Metro stations.

#### Board Member Meet and Greet:

Sarah Kline, WMATA Board Member, participated in the Bus and Rail Subcommittee Meeting. The Hedding Award 2021 virtual ceremony was held during that meeting also. It was a pleasure having Ms. Kline attend the award ceremony and hear about her background afterwards. Ms. Kline shared with the Committee that she grew up in Bethesda, MD, and lived in the Bay area in California for a few years and has since been back in this region for the last several years. Although she has never practiced traditional law, she has a law degree. Ms. Kline informed about her work with Senator Paul Sarbanes with the Senate Banking Committee, which has jurisdiction over Transit. It was wonderful hearing about her 20 years of experiences of learning about Transit, out of which she spent eight years with the Senate, working on Federal Transit Legislation Policy. Ms. Kline had also worked at Metro as the Director of Government Relations for a couple of years, afterwards she worked with non-profits before opening her own consulting firm on improving transit, nationally.

The AAC was delighted to hear that Ms. Kline works on finding ways of improving bus service, getting funding, encouraging transit-oriented development, and improving the service for everyone. The Committee is excited to have her as one of the Board Members as she has studied and worked on transit for a long time. The Committee looks forward to sharing individual as well as broader experiences with Ms. Kline and other Board Members.

Transit Accessibility Center at new WMATA DC Headquarters:

Christopher Colbert, Director, Eligibility Certification, informed the Committee that the staff will move into the new DC Headquarters, located at 300 7<sup>th</sup> Street SW, in the middle of March 2022. Mr. Colbert shared information on how to get to the Eligibility Office and stated the nearest corner for the Transit Accessibility Center will be 7<sup>th</sup> Street and Virginia Avenue SW. The address for the customer facing location will be on Virginia Avenue SW. Mr. Colbert stated the station entrance for the new building will be the D Street side between 6<sup>th</sup> and 7<sup>th</sup> Street. The elevator is located at the SW corner of the Department of Transportation (DOT) Courtyard. Mr. Colbert stated the opening date of Eligibility Office to the public, is yet to be decided as it is based upon various factors including the COVID variants. When an opening date is decided, the AAC will be informed. The Eligibility operations would remain the same in the new building.

Providing information about the process of MetroAccess identification (ID) cards and the reduced fare cards, Mr. Colbert stated the applications are currently received via mail, email, or fax, and the assessments are done over the phone as needed. Mr. Colbert also stated that the recertification process will continue to be expedited. The L'Enfant Plaza Metro is a great station for travel training, thus the AAC recommended to have a video placed on WMATA's YouTube channel and on WMATA's website, informing how one can get back and forth, to the location, using elevators and escalators. The AAC was further informed that until things get back to normal, the presumptive eligibility will remain in place. There will be a crossover from presumptive eligibility to normal operations, and time needed to clear the entire back log. The logistical challenges will not stop anyone from using MetroAccess. The AAC was pleased to hear that despite the move to the new building, the eligibility process will continue without any disruption.

Sincerely,

Philip Posner  
Chair