



## Accessibility Advisory Committee

600 Fifth Street NW  
Washington, DC 20001

July 5, 2022

Dear Chair Smedberg, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of June 2022. The primary issues we reviewed were: 1) Interim General Manager/Chief Executive Officer (GM/CEO)'s Visit, 2) Interim Chief Operating Officer (COO)'s Visit, 3) Blue and Yellow Line Projects, and 4) Customer Satisfaction Results Summary.

### Issues of the Month

#### Interim General Manager/Chief Executive Officer (GM/CEO)'s Visit:

Andrew Off, Interim General Manager/Chief Executive Officer (GM/CEO), participated in the June ACC meeting. Mr. Off stated that he has been in the region for 20 years and currently uses Metro's Yellow line primarily. Mr. Off informed that he has been with WMATA since 2012 and started with heading the Engineering and Construction side. Mr. Off shared an incident of taking platform-to-train measurements with Department of Access Services team members. The platform-to-train measurements was one of the tools to find a resolution for the Braddock Road Hump. One of his current major initiatives is the Platform Improvement Program, including tactile and other components to maintain service accessibility. Mr. Off stated he is also focused on the overall service, and shared information about efforts for returning the 7000 series trains back in service. Mr. Off discussed the efforts of MetroAccess Eligibility Office visiting specialty schools to inform students how to enroll and use MetroAccess.

Mr. Off stated he has known Randy Clark, the incoming GM/CEO, for about 10 years. He added that Mr. Clark is very passionate supporter of transit, very engaging, and he will be involved with accessibility as it is an important aspect and hallmark of WMATA.

The AAC appreciated Mr. Off taking the time to attend the AAC meeting, sharing his views along with important information, and listening to the feedback of the Committee.

#### Interim Chief Operating Officer (COO)'s Visit:

Michael Hass, Interim Chief Operating Officer, participated in the AAC's Bus and Rail Subcommittee meeting. He informed the members that he has been with the Authority just over 10 years. He started out as a Constructional Engineer on both the Capital and Operations side. He was the Senior Vice-President of Rail System, and recently stepped up to the position of Interim Chief Operating Officer (COO), overseeing the Metro Transit Police Department (MTPD), Rail, Bus, MetroAccess, amongst other departments.

Prior to joining WMATA, Mr. Hass was in construction, thus he has a descent amount of experience in accessibility. He has seen the industry change and adapt many construction and engineering things related to accessibility that he was involved with, whether it was ramps, landings, doors, and hallways. Mr. Hass is certainly familiar with a lot of the requirements and has seen the industry progress by leveraging the technology and improving the quality for all of our ridership.

The AAC appreciated Mr. Hass taking the time to share his views and receiving feedback of the Committee.

Blue and Yellow Line Projects - Bridge and Tunnel Rehabilitation:

The Blue and Yellow line project will result in no Yellow Line service from Oct 23<sup>rd</sup>, 2022, through May 2023. The proposal will attempt to fill gaps in ravel using bus shuttles and Blue and Green line routes. This project coupled with any continued issues with the 7000 series cars availability and demands of the Silver Line Phase II may result in complexity for trip planning to the general public as well as fare calculation for Rail and MetroAccess. The AAC passed a motion at the Bus and Rail Subcommittee Meeting, requesting that the Board establish a flat fare that is understandable and sustainable for Bus, Rail, and MetroAccess passengers, to be used while the complexities resulting from the various projects listed and the lower availability of 7000 series cars.

Customer Satisfaction Results Summary:

Christiaan Blake, Managing Director, Access Services, provided a summary of the most recent quarterly MetroAccess Customer Satisfaction Survey results. Mr. Blake stated there were 400 customers surveyed for the last quarter and the breakdown is as follows: 85% of the customers were satisfied, 8% were somewhat satisfied, and 5% were not satisfied. The top three concerns were: (1) ride delay/late, (2) ride did not show up, and (3) problems with Where is My Ride (WMR) Office.

Mr. Blake stated he would prefer to have 100% of the customers to be satisfied, while for corporate purposes, settling at a quarterly goal of 90%. Mr. Blake stated the surveys are a good resource for the management, in determining the issues that need to be focused upon. The survey results are generally influenced greatly by a customer's last trip therefore, management's goal is to make every trip safe and operationally perfect.

The AAC was pleased to hear how MetroAccess utilizes to improve upon the various aspects of the services, from the customer satisfaction surveys that are performed each quarter.

Sincerely,

Philip Posner  
Chair