



Accessibility Advisory Committee

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

June 3, 2019

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 2019. The primary issues we reviewed were: 1) The Bus Transformation Project, 2) MetroAccess on time performance, 3) MetroAccess Scheduling Window, 4) Elevator Call Buttons, and 5) Blue/Yellow Summer Shutdown.

Issues of the Month

Bus Transformation Project (BTP)

The strategy of the BTP was to identify and implement steps to make the region's bus system a world class travel option for all the region's residents. The BTP re-envisioned the bus network as a coordinated regional transportation solution that addresses the changing needs of customers, leverages innovative technology, and employs a sustainable cost structure. Some of the strategies of the BTP is to transform bus service from being last resort for a customer to being more appealing and desirable. The BTP transforms to a stronger bus service that connects the region. Providing affordable and accessible service to both rural and urban areas by using sustainable and innovative methods. Some of the Committee members participated in the BTP and hope that strategies can be put into action, including participation by people with disabilities and those from affected service areas serving on planning and oversight groups.

MetroAccess on time performance

Over the past 3 months the MAC on time performance for customers being picked up within their 30-minute pick up window has declined from the required 92% to approximately 88% as reported in the March performance report shared with the AAC. MAC staff is aware of this decline in performance as they work on their scheduling model to improve efficiency. The AAC will continue to monitor the data on "on-time performance" and report to the Board progress or lack thereof as it occurs. We will be presenting you, and the GM a proposal passed at the June AAC meeting that seeks to enhance performance of the MAC system.

MetroAccess Scheduling Window

Currently, MetroAccess uses a 1-hour scheduling window, i.e. 30 minutes before through 30 minutes after the pick-up request time. The Americans with Disabilities Act (ADA) allows for a 2-hour scheduling window, i.e. 1-hour before through 1-hour after the pick-up request time. At the recommendation of the Committee, the effective date was changed from June 1, 2019, to July 1, 2019 until June 30, 2020, and MetroAccess will call the 90-minute scheduling window, a pilot while collecting data on its effectiveness and impact on both riders and WMATA. These data will be reviewed quarterly by the MetroAccess sub-committee and the AAC. The Committee appreciates that their recommendations were considered and implemented. Following periodic reviews during

the pilot period, beginning July 1, 2020, MetroAccess will use the ADA 2-hour scheduling window. The new "Appointment Time Commitment" is for MetroAccess trips booked by appointment time and the effort is for customers not to get dropped off more than 30-minutes prior to their appointment time. Further, fares will be calculated as the lowest fare surrounding the initial request time (+/- 15 minutes). To reiterate: the Committee hopes that the pilot will also consider the data concerning how MetroAccess customers may be affected by the longer scheduling window and if any fares increase as a result of it. Then developing a strategy for how to mitigate any negative impacts.

Elevator Call Button

The Committee discussed the elevator call buttons and drafted recommendations which were submitted to the Board in May Board meeting. The committee raised the concern that the call boxes and control panels are inconsistent across the system. In presenting findings and recommendations on the orientation, height, placement and consistency of buttons and their signage the AAC references the 2010 ADA Standards for Accessible Design.

Metro's Platform Improvement Project Summer 2019

James Hamre, Director, Bus Service and Planning, provided an update on Metro's Platform Improvement Project Summer 2019. The project is not just about platform improvement, but it also includes track repairs as well as structural repairs. The correction of the Braddock Road Station hump was added to the project as it had been an ADA violation. The Committee appreciates that there was a dry run for the shuttles on the weekend of May 4 -5 and expects this well-planned and thought-out plan to complete without any major issues. The Committee hopes that the shuttle service will be adequate, and that the fare calculator for MetroAccess customers will work properly in taking into account the lack of rail service in choosing the "fastest route" for fare calculation. The committee reminded Mr. Hamre of the need for white boards and sufficient personnel on site for communicating bus options and choices for all customers and those with vision, hearing, mobility and cognitive disabilities.

Sincerely,

Philip Posner
Chair