



## Accessibility Advisory Committee

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November 4, 2019

Dear Chair Smederg and Members of the Board,

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the month of October 2019. The primary issues we reviewed were: 1) Rental Dockless Scooters, 2) New Passenger Information Display System (PIDS), and 3) Abilities-Ride Providers.

We would like to thank you, Mr. Wiedefeld and Mr. Leader for attending the WMATA Accessibility Awards ceremony October 30. It was an opportunity to highlight WMATA's achievements in accessibility and acknowledge those leaders in several areas, including fuel efficiency and MAC fleet safety, elevator service, lighting, way finding technology and customer responsiveness by MetroAccess.

Your leadership in acknowledging the achievements of WMATA staff, volunteers and collaborating groups is greatly appreciated.

### Issues of the Month

#### Rental Dockless Scooters

The AAC has discussed the safety issues that are caused by the dockless e-scooters. The AAC has proposed a motion: the shared mobility devices and non-conventional devices be banned from Metrorail property, that these devices are expected to be docked appropriately according to that jurisdiction, and if such devices are allowed on the trains, that they be subject to same restrictions as we have for the non-conventional devices, and that would be the Segway policy. There is an existing policy on mobility devices, unless it can be shown that the device is compliant with WMATA's policy on non-conventional mobility device, which allows for mobility devices used by persons with disabilities through a formal reasonable accommodations process. The AAC appreciates the staff working with the Committee in resolving this safety issue, as per jurisdictions. It was also pointed out that there would be no rationale to bring a rental scooter on bus or rail, since they are easily left at the docking station and a new one acquired at the destination.

#### New Passenger Information Displays

The PIDS team shared information about the new displays that have been installed on platforms of the six stations south of the National Airport, that went under rehabilitation. The PIDS display train arrival information as well as advisories at the same time. This is helpful as customers do not have to wait for the information to change in order to get the train arrival information. The PIDS have anti-glare coating which makes it easier to view the screens regardless of it being an indoor or an outdoor station. The AAC pointed out that the contrast grey color would be more effective if it were changed to a darker shade and the staff will work with the vendor on correcting that issue. Overall, the AAC was very pleased to see the display, ease of readability, capability of seeing the information, and

the speed at which the information is displayed and scrolls. We hope these PIDS will eventually be adopted for all the stations.

Abilities-Ride Providers

The Abilities-Ride is a great program. It provides convenience to customers, as well as eases the passenger load using MetroAccess. The program started over a year ago with Regency Taxi and Silver Cab. With the start of the second year, new providers have partnered with the program. Yellow Cab Company of DC can take customers from Washington DC to other jurisdictions. Tranco of DC can take customers from Washington DC outward. Action Taxi can take customers from Montgomery County outward. Curb can take customers from Washington DC outward. The AAC had Curb representatives in the MetroAccess Subcommittee meeting and had a chance to learn about their service. It is an app-based service and their focus is on quality of service, on-time performance, and ride completion rates. The AAC looks forward to service expansion in all the jurisdictions.

Sincerely,

Philip Posner  
AAC Chair