



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001

February 1, 2021

Dear Chair Smedberg, and Members of the Board,

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the month of December 2020. The primary issues we reviewed were: 1) Visit from Chief Operating Officer Joe Leader; 2) Visit from Senior Vice President Customer Service, Communication and Marketing Lynn Bowersox; and 3) MetroAccess Customer Guide Update.

Issues of the Month

Chief Operating Officer Joseph Leader:

Joseph Leader, Chief Operating Officer (COO), shared his extensive background in rail operations, safety hazard analysis and mitigation, construction management and organization strategy and transformation. Mr. Leader informed us how he appreciates the General Manager for taking difficult decisions on SafeTrack, a yearlong effort to repair the aging and neglected infrastructure. As a result of all the maintenance work that has been performed, the frequent delays and/or dangerous smoke and fire incidents have reduced in the Metro system. Mr. Leader expressed appreciation for all of the recommendations and constructive communication received from AAC members and members of the disability community at-large. He is committed seeing accessibility continue to improve on Metro's services, and continue to positively respond to feedback received from the AAC. The AAC looks forward to continuing to work with Mr. Leader and his staff.

2: Senior Vice President Customer Service, Communication and Marketing Lynn Bowersox:

Lynn Bowersox, Senior Vice President, Customer Service, Communication and Marketing, discussed accessibility of the WMATA website. She stated the staff is well aware that the WMATA website needs improvements. Ms. Bowersox invited recommendations from the Committee about improvements on the website and asked the AAC to share information about organizations of the disability community, for outreach purposes. Ms. Bowersox stated the General Manager's proposal includes no lay-offs and no service cuts. The current service will last through June 30th, 2021, with some phased-in bus service. Regarding the proposed service plan effective July 1, 2021, Ms. Bowersox stated those changes will depend on the amount of relief funds received and public comments received.

The AAC was pleased to hear about the website improvements that are forthcoming. We also appreciate the staff considering recommendations of the AAC and look forward to working together on many issues for improvement, not just for a certain group, but all.

3: MetroAccess Customer Guide Update:

Allison Anderson, Operations Manager, MetroAccess, provided an update on the MetroAccess Customer Guide. The Committee had offered about 100 recommendations and almost all of those were included in the current version of the Customer Guide. The Committee wanted to have more clarity on some of the existing topics, which was done. An electronic version of the current guide is posted on WMATA website, along with an audio format as well as in the Spanish language. Ms. Anderson stated the objective is to share information with the customers, as much as possible. Safety information has been added, emphasizing the importance of safety at Metro. Another section was added to provide clarity about the scheduling window. A section was included that provides fixed-route equivalent information to customers. Many more details of the Customer Guide were shared with the AAC. The Committee appreciates the staff for their hard work and for adopting our strongly urged recommendations for the Customer Guide.

Sincerely,

Philip Posner
Chair