



## Accessibility Advisory Committee

300 7<sup>th</sup> Street, SW  
Washington, DC 20024

September 6, 2022

Dear Chair Smedberg, and Members of the Board,

Welcome back from the summer break. We hope all the Board Members and WMATA General Manager/Chief Executive Office, had a good August.

It is my pleasure to present you with the AAC report for the month of July 2022. The primary issues we reviewed were: 1) Metro Fares, Transit Accessibility Center, 2) Floating Bus Stops – District of Columbia, Department of Transportation, and 3) MetroAccess Vehicle Global Positioning System (GPS).

### Issues of the Month

#### Metro Fares, Transit Accessibility Center:

Effective July 1<sup>st</sup>, there were new fares for Metro, as well as the closing of the Sales Office located at Metro Center. From July 1<sup>st</sup>, the reduced-fare-media could be purchased at the Transit Accessibility Center. Christopher Colbert, Director, Transit Accessibility Center, provided information in regard to this, to include the address for the new Transit Accessibility Center: 655 Virginia Avenue, SW, Washington DC 20024. Mr. Colbert stated as of Friday, July 1<sup>st</sup>, 2022, we are selling the reduced fare Senior SmarTrip cards. Mr. Colbert also informed that nothing has changed in the process of senior SmarTrip cards. He also stated that the entrance at the L'Enfant Plaza Station is D Street between 6<sup>th</sup> and 7<sup>th</sup> Streets, and the elevator is located at the SW corner of the DOT Courtyard. Mr. Colbert stated his office was already issuing the reduced fare cards and will continue to do so.

Mr. Colbert clarified that the Transit Accessibility Center has its own independent address, whereas the WMATA Headquarters address is 300 7<sup>th</sup> Street, SW, Washington, DC 20024. Mr. Blake recommended that anyone using MetroAccess, Uber, or a taxi company, use the address 655 Virginia Avenue, SW, as there is parking for drop off. However, anyone using the fixed route service, can utilize the 300 7<sup>th</sup> Street, SW address.

Mr. Blake stated effective July 1, 2022, the fixed route fare after 9:30 pm on weekdays, will be flat \$2, thus, MetroAccess fare would be \$4 or less, for all trips after 9:30 pm on weekdays. The flat fare on weekends continues to be \$4 or less.

The AAC appreciates the Board decision for the flat weekend and late-night fare on fixed route. The Committee continues its request of flat MetroAccess fares that would be sustainable and easy to understand by the customers.

#### Floating Bus Stops – District of Columbia, Department of Transportation:

Megan Kanagy, Chidera Udeh, John Finnerty, Kevin Harrison, District Department of Transportation (DDOT), provided an update on Minnesota Avenue SE and Pennsylvania Avenue SE Projects. Ms. Kanagy informed of the various steps taken by DDOT for

education, outreach, and performance-monitoring for locations at the proposed bus stop islands and shared bus stops. DDOT has been meeting with peer cities to learn about bus islands and shared stops. She explained that Bus Islands and Shared Stops are ADA compliant as well as supported by NACTO Design Guidelines. Ms. Udeh stated to inform the public, DDOT plans on distributing informational postcards, hang posters at bus stops, update their website with information, and use surveys for customer feedback. Mr. Finnerty added that DDOT is monitoring locations for behaviors of passengers and bicyclists, along with evaluating the existing treatments at the various stop locations.

The AAC made recommendations on enforcement and inquired about DDOT's plans on informing the bicyclists of their responsibilities and regulations. The Office of ADA Policy and Planning, recognized some improvements that are being adopted, such as the Stop-for-Pedestrians sign for the bicyclists, the warnings signs of going through the pedestrian zones and of narrowing lanes, etc. ADAP also recommended the signs at the sidewalks to be in raised lettering and braille, along with audible information, which may be already under consideration as a part of the standards, that are being developed. The AAC recognizes the efforts and appreciates the improvements that are being adopted by DDOT. The AAC looks forward to the Regional Standards, which may be helpful to other transit systems beyond the DC Metropolitan Area.

MetroAccess Vehicle Global Positioning System:

Terrian Williams-Hall, Director, MetroAccess, provided an update about MetroAccess vehicle global positioning system (GPS). Ms. Williams-Hall stated an order has been placed recently for the GPS, and those are expected to come in within the next few weeks. Ms. Williams-Hall informed that MetroAccess anticipates all the vehicles to be outfitted by the end of this summer. She further clarified that all the sedans and vans would be outfitted, whereas the MVTs would remain as that is how the manifest is delivered to drivers, but they would be able to use the turn-by-turn directions by the Garmin device.

The AAC appreciates all the updates by MetroAccess Office and the Department of Access Services. The Committee looks forward to the devices being installed in vehicles that would provide improved directions to drivers, resulting in positive customer experiences.

Sincerely,

Philip Posner  
Chair