



Accessibility Advisory Committee

300 7th Street, SW
Washington, DC 20024

July 3, 2023

Dear Chair Smedberg, and Members of the Board,

It is my pleasure to present you with the AAC report for the month of June 2023. The primary issues we reviewed were: 1) June 2023 Fare and Service Changes, 2) 8K Rail Car Series, Open Gangway Design – Update, and 3) MetroAccess Pick – Up Window Change.

Issues of the Month

June 2023 Fare and Service Changes:

Christiaan Blake, Managing Director, Access Services; Tamara Davis, Director, Operating Budget, Management and Budget; Heather Ferguson, Director, Rail Operation Scheduling, Rail Transportation Scheduling; Tracey Foster, Director, Customer Service Sales and Fare Media, Sales Services Center; Macpherson HughesCromwick, Operations Research Analyst II, Strategy and Policy; and Marcus Markle, Manager, Strategic Communications, Content and Strategic Administration; Nick Perfili, Planning Manager, Operations Planning presented the June 2023 Fares and Service Changes.

Ms. Davis stated Metro's approved FY2024 budget of \$4.8 billion is aimed to improve service across the system. Mr. HughesCromwick stated the fare changes include simplified weekday rail fares, MetroAccess \$4 cap fare, and Metro Lift – an income-based reduced fare program. Mr. Blake stated beginning June 25, MetroAccess fare will be capped at \$4, as a part of the AAC advocacy and Board approval. Ms. Foster stated Metro Lift, the income-based reduced fare program will begin on June 20, for 471,000 customers enrolled in the Supplemental Nutrition Assistance Program (SNAP) within the District of Columbia, Maryland, and Virginia. Mr. Perfili stated effective June 25, 68 bus routes as part of the Fiscal Year 2024 budget process will see service improvements. Ms. Ferguson stated Metro will continue to improve Metrorail service when personnel and fleet car availability can keep pace. Mr. Merkle stated for communications purposes, a Community Toolkit will be available at wmata.com/toolkit.

The AAC thanked the team for a detailed and well-choreographed presentation.

8K Rail Car Series, Open Gangway Design - Update:

Lynn Bowersox, Senior Vice President (SVP), Rail Transformation thanked the Committee and the customers that participated at the exhibit. The feedback received was phenomenal. The rate of positive feedback was unprecedented. The customers are really excited about the design, especially the open gangway concept, even the differentiation of dedicated spaces for wheelchair, strollers, luggage, and bikes. All the feedback the AAC provided, resulted in great customer support for some of those design changes. We are moving forward with the final design recommendation to the General Manager this week, and then will make it public at the Board Meeting next week. Ms. Bowersox stated the AAC would not be surprised by the product since the Committee has put in so much feedback into it all along that it will be a result of your recommendations.

Ms. Bowersox thanked the Committee for all the feedback received and looks forward to receiving further comments along the process. The AAC looks forward to a mockup/visual of the pantograph inter-car-barrier when available.

MetroAccess Pick – Up Window Change:

Christiaan Blake, Managing Director, Access Services, stated the MetroAccess pick-up window change will be effective July 1st. The 30-minutes pickup window will begin from the scheduled time instead of 15 minutes before. The change will be helpful for customers and possibly reduce the number of late cancelations and no-shows, thus also result in lessen the number of warnings and suspensions for MetroAccess customers. As per the current policy, the customers would be expected to be ready at the beginning of the pickup window.

The AAC appreciates all the information and messaging that has been available to inform the customers about the change of pickup window. The AAC was also assured that MetroAccess will continue to work with customers, provide information on a continuous manner, and be patient with the adjustment duration while customers become familiar with the change which is not expected to have nothing but a positive impact.

Sincerely,

Patrick Sheehan
Chair