



Accessibility Advisory Committee

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

March 5, 2012

Chair Hudgins and Members of the Board,

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the month of February 2012.

Bus/Rail Subcommittee Report, February 13, 2012

The Bus/Rail Subcommittee (BRS) continued its discussion on bus stop accessibility with the Prince George's County, Department of Public Works and Transportation. There are approximately 4,000 bus stops in the County transportation system that are in need of some accessibility improvements. Bus stop improvements in the County have been limited by funding. The BRS will draft a letter to the Maryland State Highway Administration for Chair Susan Holland's signature advocating for more improvements to bus stops and shelters in Prince George's County.

Metro's Office of Long-Range Planning presented on the Blue/Yellow Rush Plus service in the Metrorail System. The BRS made recommendations on coloration and contrast on maps and signage for readability as well as for frequency and timing of train announcements (i.e., on the platform, in the tunnel, and at least two stations prior to the branch point of the line). The BRS also recommended an educational campaign and the use of staff at branch points in the system to assist riders with changes in the service.

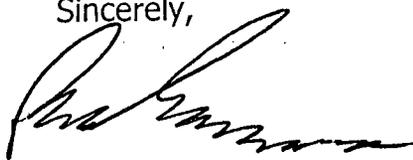
The Office of Eligibility Certification provided an update on travel training. Metro's successful travel training program, funded in part by a grant, is being continued beyond the grant through newly awarded contracts. The scope of the travel training program has been broadened to include disabilities of all types and satellite offices of the Transit Accessibility Center to issue Reduced Fare Disability ID cards.

Metro Access Subcommittee Report, February 21, 2012

The MetroAccess Subcommittee continued its discussion on the proposed FY2013 Metro budget and possible MetroAccess fare increase. The AAC made two recommendations, one of which, to set MetroAccess fares at twice the cheapest comparable fixed route fare, was deemed technically viable. The customer survey favors this choice over the option to leave MetroAccess fares as is or support the General Manager's proposal to raise the maximum fare to \$7.40. AAC members will also be participating in Metro's Public Hearings. We appreciate the Board's accommodation of the AAC's request to provide a voicemail option for customers with disabilities who are unable to travel to the hearing locations.

The Subcommittee commended improvements made to MetroAccess service based on customer feedback from the MetroAccess Town Hall Meetings and the comprehensive review of hiring and training practices that was completed in 2011. Those improvements include enhanced background and reference checks, driver and dispatcher training and greater scheduling efficiency.

Sincerely,

A handwritten signature in black ink, appearing to read "Patrick Sheehan", written in a cursive style.

Patrick Sheehan
Chairman