



# AAC

## Accessibility Advisory Committee

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Dear 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 August 2012. The primary issues reviewed by the AAC, its subcommittees, and workgroups during the month were the MetroAccess Fare Calculator, SmartTrip card dispensers, and AAC recommendations to Metro's FY2014 budget.

### **AAC Safety First Update**

The AAC was informed that Metro will replace the granite edge and worn tile on the platform at some outdoor rail stations. The new concrete pavers will be waterproof and have the same appearance of the current platform. As part of the platform rehabilitation being performed on the Red, Orange, and Blue lines, Metro has upgraded sixty-nine platforms with ADA Bumpy Tiles. This work is scheduled to be completed by May 2015.

### **Issues of the Month**

#### MetroAccess Fare Calculator

The AAC received an update on the first phase of the MetroAccess Fare Calculator. Some of the recommendations by the AAC have been implemented, and the fare calculator is undergoing further testing. In addition to making the fare calculator ADA compliant, the software will have a free-form address feature. This feature will allow customers to enter any street address, and have the software recognize the information and automatically complete the address with the city, state and zip code. This feature will save customers a few extra steps in the process. The new beta version of the Fare Calculator will be available online by the second week of September. In the second phase, Metro will explore making this tool available to reservation agents in the call center. This will allow the tool to be available to all customers. Additionally, the Committee is looking forward to the upcoming report on the MetroAccess fare distribution by jurisdiction.

#### SmartTrip Card Dispensers

Metro has purchased new SmartTrip card dispensers and will install at least one machine in every Metrorail station by September 1, 2012. All new dispensers will feature a touch screen display, and eventually have Braille and raised lettering by the end of October, and audio prompts within three-four months.

The AAC is very concerned about the late addition of some accessibility features of the SmartTrip card dispensers. Metro's Office of ADA Policy and Planning reported providing

the appropriate guidance on the required accessibility features prior to the dispensers being ordered, and is working with Metro's Treasury Department to resolve all of the implementation issues as soon as possible. Upon motion, it was recommended that the Bus Rail Subcommittee review a prototype of a fully accessible SmarTrip card dispenser, and be provided with an exact time-table for delivery of the fully accessible SmarTrip card dispensers.

#### Metro's FY2014 Capital Budget

The AAC has identified elevators, platform capacity, lighting, accessible signage to include directional signage, as top priorities for the FY2014 Metro Capital Budget. The Committee also recommended that Metro conduct two studies: (1) Accessibility and usability challenges of stations with one elevator and two station entrances separated by a long distance such as Brookland, to determine if all stations of this type should be equipped with at least two elevators; and (2) Platform Capacity, to determine the number of people that can safely be on the platforms in the Metrorail stations. Staff is determining how to respond best to this request. The AAC looks forward to the feedback to the committee, and would like all of these efforts to remain priorities at Metro.

The AAC re-elected Patrick Sheehan and Dr. Phil Posner to the positions of Chair and Vice-Chair respectively, and elected Dr. Tapan Banerjee as Second Vice-Chair.

Sincerely,

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

Patrick Sheehan, Chairman