



# AAC

## Accessibility Advisory Committee

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September 3, 2019

Dear Chair Smedberg and Members of the Board,

Welcome back. We hope you had a good August and we look forward to the coming positive year.

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the months of July and August 2019. The primary issues we reviewed were: 1) MetroAccess Sedans, 2) MetroAccess New Policies, 3) Blue and Yellow Lines Shuttle Service and new shelters, and 4) Fare Policy Motions.

### **Issues of the Month**

#### MetroAccess Sedans

Metro plans to reintroduce sedans to the MetroAccess fleet. The reasons for this decision are better fuel efficiency, customer comfort, and safety. The vehicle under consideration, as per a defined set of criteria and feedback offered by the Committee and other disability stakeholders, is the Honda Accord Hybrid. The AAC appreciates the transparent process of choosing the sedan for MetroAccess fleet, and the opportunity to contribute in the decision-making process.

#### MetroAccess New Policies

MetroAccess is introducing several policy changes aimed at facilitating more shared rides and fixed route equivalency. One of the new MetroAccess policies is the expanding the Scheduling Window from 60 to 90 minutes. The ACC has requested data be shared to determine the impact, if any, on MetroAccess customers. Another change is the pre-arrival call, where customers will receive a call when their vehicle is approximately 10 minutes away from arrival. The purpose of this pre-arrival call is to provide convenience to MetroAccess customers. At this time, the pilot is being tested with a group of customers. When the pilot is tested and found successful then it will be rolled out to all MetroAccess customers.

#### Blue and Yellow Lines Shuttle Service

The low vision community was having trouble at the stations affected by the shutdown because buses were not able to stop at the same locations every day and customers did not have travel training. A recommended solution was presumptive eligibility for a person with disability being impacted by the summer shutdown.

The Office of Eligibility Certification and Outreach initiated the process almost immediately and customers who requested and were determined eligible, were granted the presumptive eligibility within the matter of a few days. The AAC appreciates the quick action and resolution to assist the disabled community that were adversely affected by the summer shutdown on Blue and Yellow Lines. The project is moving smoothly, and we have asked for an update on the accessibility enhancements to the new platform. These include lighting, lower slippage on the platform, Braille and raised lettering information,

height of benches in the shelters as well as wheelchair space and usb-ports in the shelters.

MetroAccess Fare Policy:

The AAC discussed the MetroAccess fare policy, fare calculations, background of the fares charged in the past, and reasons for fare changes. Based on ridership numbers and average fares received from WMATA, the AAC performed some calculations, and recommends the Board considers implementation of a flat fare for MetroAccess rides, and have the flat fare be set at \$4.00 for MetroAccess trips. If the flat fare of \$4 is not adopted by WMATA then a discount for subscription trips may be recommended at \$3.50 per subscription trip. This is to incentivize MetroAccess customers to establish subscription trips, which would help MetroAccess in its scheduling of trips. Subscription trips also help reduce calls to the Operations Control Center, thus this incentive would virtually pay for itself.

Sincerely,

Philip Posner  
Chair