



# AAC

## Accessibility Advisory Committee

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September 4, 2017

Dear Chair Evans and Members of the Board,

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the months of July and August 2017. The primary issues we reviewed were: 1) AAC Travel Initiative; 2) Metro's Title VI Program; 3) Metrobus State of Good Operations; and 4) the upcoming Emergency Exercise.

### **Issue of the Month**

#### AAC Travel Initiative

The AAC discussed the 2017 AAC "Ride with Me" Travel Initiative. The initiative is designed to raise awareness of the important role accessible transportation plays in getting people with disabilities to work and enhancing their overall quality of life. The event will be held during October in recognition of Disability Awareness Month. The AAC encourages all members of the Board and Metro's senior staff to consider signing-up for this event.

#### Metro's Title VI Program

The AAC received an update on Title VI of the Civil Rights Act from Metro's Department of Fair Practice. Title VI prohibits discrimination based on race, color, or national origin by any program or activity receiving federal funds. As a recipient of federal funds, every three years, Metro must demonstrate its compliance with Title VI provisions.

In 2012, the Federal Transit Administration enhanced requirements for compliance with Title VI programs. To comply with the enhanced requirements, Metro has updated its Language Assistance Program, Public Participation Plan, and service monitoring, which includes fares and service. Metro's approach and outreach methods must engage all members of the community including minorities, low-income populations, and populations with Limited English Proficiency (LEP). For example, Metro will conduct a needs analysis to determine if there are any new languages that should be incorporated into the public outreach plan. Metro will also begin to incorporate technology into the outreach format. Although Metro conducts surveys in multiple ways (online, by phone, and in-person), the AAC suggested that Metro should also consider making announcements related to surveys on radio and television. This would advise customers in advance that Metro wants to hear their views on a particular topic.

The AAC was pleased with the update on Metro's Title VI plan and the work performed by the Office of Fair Practice.

### Metrobus – State of Good Operations

The AAC received an update on Metro's process to provide efficient bus service throughout the region from the Office of Bus Planning (BPLN). Metro conducts regular evaluations of Metrobus service to adjust underutilized routes or add service to meet customer demand. Metrobus service can be adjusted by adding trips on crowded routes, providing service to new markets, adding time on trips that are consistently late, and/or modifying evening and weekend service.

For FY2018, Metro is considering service adjustments in all jurisdictions with a goal of maximizing the number of customers who benefit from the changes. To date, Metro has considered 193 service changes which have resulted in increased ridership and on-time performance on Metrobus. As in previous years, all the changes on bus service are budget neutral. Metro will hold a public hearing on the changes in September 2017.

The BRS thanked BPLN for an open discussion on the proposed service changes for Metrobus and looks forward to the public hearing regarding the FY2018 adjustments.

### Emergency Exercise

In August, AAC members participated in Metro's emergency exercise at the White Flint station. Although the AAC still stands by its recommendation regarding the waiver and the training of first responders, the Committee views safety as a critical issue for all customers, especially those with disabilities, and commends Metro for the ongoing number of planned emergency training exercises for first responders around the region.

Lastly, the AAC would like to welcome the new members to Metro's Board of Directors and extend to them an open invitation to attend any of the AAC monthly meetings. The AAC wishes the new members much success in their new roles.

Sincerely,



Patrick Sheehan  
Chair