



## **TPB Access for All Advisory Committee (AFA) Comments on the 2006 Financially Constrained Long-Range Plan (CLRP)** September 20, 2006

The AFA annually presents comments on the long-range plan to the TPB. The AFA reviewed maps of major projects in the proposed plan and locations of low-income communities, minority communities, persons with disabilities and limited English Speakers at the July 27, 2006 AFA meeting. This review prompted the comments on the plan. Many comments are continuing concerns about the long-range transportation plan and previous recommendations from AFA studies and reports.

### **1. Improve Transit Information and Pedestrian Access**

Metro and local transit agencies should improve information at bus stops, tailored to community needs, in the pilot areas identified by the AFA Low-Income Subcommittee, as described below.

#### **A. Langley Park:**

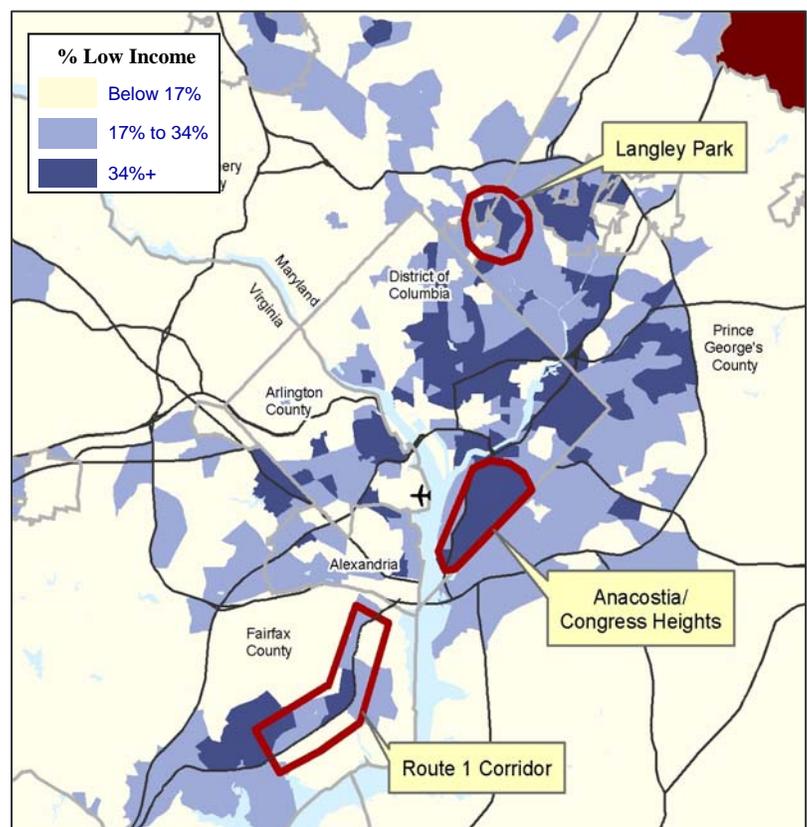
Ride-On and Metro should post transit information (such as schedules and maps) in Spanish at five key bus stops by 2007.

#### **B. Anacostia:**

Metro and the District of Columbia should make safety and ADA improvements to five key bus stations in Anacostia by 2008.

#### **C. Route 1 Corridor:**

Fairfax Connector and Metro should post transit information (such as schedules and maps) in languages other than English for the large middle-eastern population that use key bus and rail stations in the Route 1 corridor by 2007.



In the past, the AFA has made the following recommendations regarding transit service:

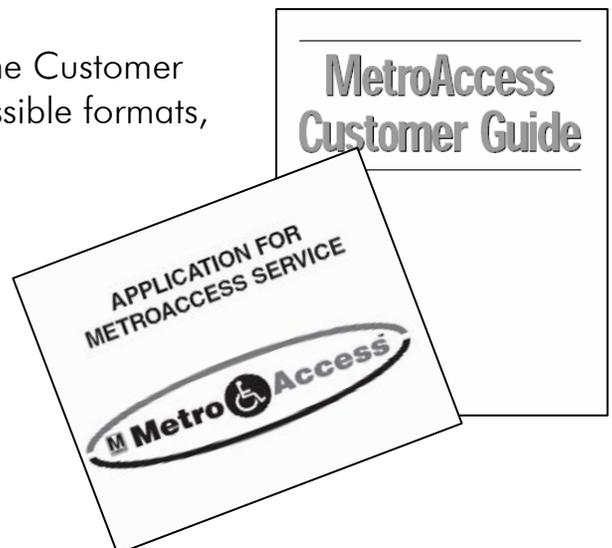
- D. WMATA, local transit agencies and local governments should improve the accessibility of bus stops and rail stations, including reduced elevator outages on Metrorail, improved curb ramps, sidewalks, crosswalks, wheelchair-accessible shelters and lighting. As recommended above, priority should be given to bus stops in areas with concentrations of low-income populations and persons with disabilities.



- E. Local governments and transit agencies should increase transit service in the reverse commute direction and expand transit service for workers whose jobs do not follow traditional nine-to-five hours.
- F. WMATA and local transit agencies should increase access to the rail and bus systems for limited English speakers by widely distributing existing translated materials, such as bus schedules, the WMATA video for limited English speakers, and the Metrorail Pocket Guides, and moving towards using universal symbols and pictures instead of language.

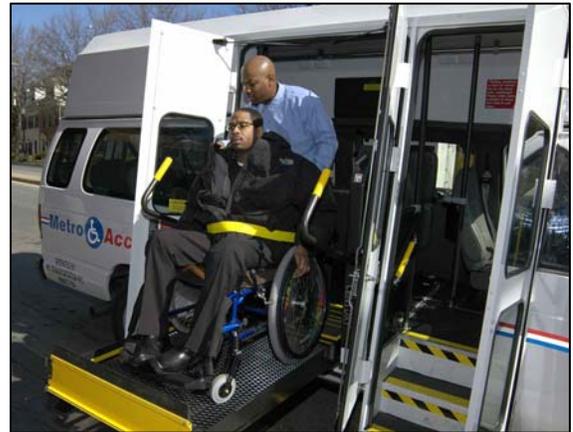
## **2. Improve MetroAccess Materials and Service**

- A. MetroAccess should widely distribute the Customer Guide and provide it in multiple, accessible formats, including a Spanish version, by the end of 2006. The MetroAccess application should also be available in Spanish by the end of the year.
- B. MetroAccess should provide clear and concise public information about changes to the eligibility process and



seek user input about the changes in the eligibility process, preferably before final changes are implemented.

- C. Even though recent improvements have been made to the MetroAccess program, users continue to have difficulties with scheduling, circuitous routing and trip delays. WMATA should move to a door-to-door service, use customer appointment times in the booking process, and reconcile performance data before posting information on the website.



WMATA

### 3. Concerns about the New Long-Range Plan



A. The AFA committee recognizes the importance of the new bridge and transit projects near the Anacostia Waterfront proposed for the 2006 CLRP. However, the committee is troubled the Anacostia streetcar project will replace a more extensive and frequent bus service. As the AFA has stated in the past, the committee supports maintaining community-oriented bus service which sometimes serve low-income communities better than rail transit.

- B. Local governments should work towards balancing transportation and land use between the eastern and western sides of the region. There are more transportation improvements on the western side of the region than on the eastern side in the long-range plan. The committee is concerned about the transportation burdens faced by residents of the eastern side of the region, particularly commuters who must grapple with long commutes to job-rich western jurisdictions.