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WMATA Accessibility Advisory Committee (AAC) Report

Focus areas:

1. Wayfinding signage working group was about to submit its recommendations to WMATA to ensure consistent, logical signage in Metro stations, when WMATA informed the committee that after reviewing the concerns, WMATA agreed to make the requested changes.
2. As part of WMATA's Better Bus Initiative, there is a Bus Stop and Shelters Improvement program. Old shelters will be replaced and new ones will be added. The AAC discussed and provided recommendations of features that will enhance safety, access, protection from the elements, and brightness/lighting.
3. Digital Assistance:
 - a. Uber trip link can be resent through the digital assistant by selecting option 2 and then option 2 again. The tool can resend links for assigned Uber trips without an agent and can look back up to four hours for a trip whose window has passed.
 - b. Lyft Concierge will initially receive more human-agent support and may later receive digital-assistant functionality.
 - c. Customer profiles should help route callers to an agent when a voice interface is not effective. Members emphasized the need for broad messaging through updated guides, texts, social media, and other accessible channels. Staff reported that the customer guide had been updated and that a text message with the link was planned.

Respectfully submitted,
Debby Fisher