



# AAC

## Accessibility Advisory Committee

### Meeting Minutes: February 5, 2018

#### Attendees

Present: Phil Posner (Chair), Elver Ariza-Silva, Tapan Banerjee, Carolyn Bellamy, Hazell Brooks, Darnise Bush, Tino Calabia, Charlie Crawford, Steven Kaffen, Mary Kay McMahon, Randall Pope, Doris Ray, Denise Rush, Paul Semelfort, and Patrick Sheehan.

#### Call to Order

Chair Posner called the Accessibility Advisory Committee (AAC) meeting to order at 5:30 pm.

#### Approval of Agenda, Board Report, and Prior Meeting Minutes

The meeting agenda was approved.

The January 2, 2018, meeting minutes were approved as written.

The Chair's Report to the Board, dated February 5, 2018 was approved as amended to include an addendum requesting information from the January 31, 2018, budget hearing. The addendum will cover what the AAC thinks about the upcoming budget year.

Ms. Rush would also like the Board Report to be amended to include the productive meeting Maryland committee members had with Metro's Board representatives from the state of Maryland.

Mr. Sheehan stated that the committee needs to add provisions to the Board Report that talk about implementation and improved training for the use of white boards.

Ms. Ray asked the committee to consider changing the language (make language stronger) in the first paragraph of the Board Report stating that it's a necessity for more budget meetings throughout the jurisdictions that allow input from seniors and citizens with disabilities who use all three forms of transportation.

Chair Posner stated he would like to encourage Metro's staff to continue to pursue and develop alternative transportation options in order to reduce the stress on MetroAccess

Mr. Sheehan also requested that the Board Report highlight the projected numbers of MetroAccess ridership as well as the actual number. Mr. Sheehan stated that it's very important to highlight the actual numbers because the budget should be based on actual numbers instead of projected numbers.

Ms. Ray praised the Department of Access Services (ACCS) staff for taking quick action on fixing the new MetroAccess vehicle design.

Ms. Brooks raised concerns about decreased bus service in her area, and an increase of bus service in other areas, such as in Virginia. Chair Posner stated that he has asked Metro's Board to investigate and improve underserved bus areas in the Board Report.

### **AAC Recommendations for METRO's FY 2019 Capital & Operating Budget**

Chair Posner discussed the AAC's recommendations as follows: The committee would like Metro to 1. Support funding for the station lighting improvements; 2. Improve signage type and location. (Chair Posner suggested that the improved signage should include better accessibility to persons with significant vision impairments. He stated that tactile signs on pylons are non-existent, and moving the larger print list of stations ahead from pylons to wall signs makes the signage utterly inaccessible. He added the Metro should also restore signage, including tactile signage to pylons at accessible heights); 3. Continuation of gap reduction and platform repairs; 4. Improve slippage safety in locations, such as mezzanines, platforms, and trains; 5. Upgrades and maintenance on elevators and escalators; 6. Improve bus stop accessibility; 7. Improve bus accessibility for mobility device turn around to exit the bus; and 8. Honor the promise of allotting funds to complete detectable warnings on the platform edge in 100% of stations.

The AAC also would like support for the following Operating Budget items: 1. Include sufficient funding to maintain current lighting systems, as well as make enhancements once installed, at a maximum illumination because this is a critical issue and accounts for a lot of the problems in assessing needs enhancements. (Mr. Posner stated that currently, there is no adequate baseline regarding the true status of the station lighting environment); 2. Develop a MetroAccess Pass equivalent to the current bus and rail pass; 3. Based upon the actual decrease in the number of rides on MetroAccess for 2017 and the increase in revenues from MetroAccess, modify the fare formula, either multiplier or maximum fare; 4. IVR enhancements should be supported, but problems with the current IVR for fixed route travel (schedules and trip planning) has to come first because that information is not otherwise accessible, except to those with computers and/or Smartphones; 5. Increase the number and frequency of bus routes around the region, especially in areas lacking evening and weekend service; and 6. When bus route adjustments are made, MetroAccess riders should be protected. (Chair Posner stated in areas where there is no weekend bus service, MetroAccess clients should have MetroAccess, service).

Mr. Sheehan would like to add a point about implementing real time information for MetroAccess service as a recommendation to Metro's Board.

Mr. Calabia asked Chair Posner to add the recommendation about the slippage of the granite floors at the rail stations. Mr. Calabia would like Metro to increase visibility and stability for floors.

Dr. Banerjee raised a question about whether it's too late to ask Metro to take into consideration the AAC's recommendations due to budget restraints. Chair Posner informed the group that Metro creates its budget on certain assumptions, which may or may not happen. Mr. Posner stated that there are currently some issues about revenue, but there may be a chance that the local jurisdictions may cover the possible decrease in financial aid from the Federal government. Also, Chair Posner stated the recommendations are key to Metro because they will know what's needed and how they can negotiate for funds.

Christian T. Kent AGM, ACCS, stated that any recommendation that improves safety is very important. Even with the process Metro has, when it comes to funding different projects, safety issues will always be a priority. Mr. Kent also stated that making recommendations for funding of the Capital Budget is great.

### **Public Comments**

A member of the public commented about the slip resistant flooring on Metro's railcars. She said the current flooring is as slip resistant as possible. She stated that the only other option for safer flooring would be to go back to carpet, however she hopes carpet is out of the picture. Chair Posner stated that in his opinion, as an "expert" in slippery floors, there is something called the slip resistance or coefficient of friction. When the 7000- series flooring was tested for slip resistance/coefficient of friction, they were fine. Chair Posner stated that after one year or two these types of flooring may require refreshing. Mr. Posner stated that he would request the Chief Safety Officer Pat Lavin have the cars tested to see if the wear and tear the floors have endured has affected their slip resistance.

A member of the public commented about Abilities-Ride, stating it is a perfect alternative to paratransit. She stated that she would like to see a Medicaid waiver for TransportDC. She said she would like Medicaid to fund the customer's account, similar to the funding process of MetroAccess EZ Pay. She stated she would like to see this same payment platform for the Abilities-Ride program. Christiaan Blake, Director, ADA Policy & Planning, stated that Metro encourages the taxi companies to accept similar forms of payments. Ms. Ray asked if the DC Medicaid payment issue is a problem due to the fact that a Medicaid brokerage firm is responsible for processing payments. Ms. Ray said Virginia has a similar process. Mr. Kent stated that Metro has agreements with each jurisdiction about Medicaid. However, each jurisdiction has developed according to their own preferences. He said it's very difficult for Metro to implement practices

because it is not our decision to make. However, we can make suggestions, saying that the brokerage firms can leverage the resources if done right.

### **Station Lighting- Underground Stations Update**

Kelly Reahl and Alex Zimar, IRPG, provided the AAC with an update on improvements made in the system to lighting as a part of A capital improvement project.

Ms. Zimar announced that IRPG is planning to make lighting changes to all of Metro's 48 underground stations.

IRPG has completed the enhancement of lighting to 55 of 61 typical vaulted mezzanines. The remaining 6 stations have underground train rooms, which cause their mezzanines to be a little different. There are 39 outdoor mezzanine locations IRPG is planning to improve.

Ms. Zimar stated that IRPG has written a performance specification for Metro concerning the lighting on the platform level at indoor stations. She also stated that they have prequalified manufactures for the pylons, wall lighting, and track beds. Track bed lighting is to include both the center platform and the side platform. An RFP went out for bid in October 2017. IRPG is expecting to award the contract within the next 4-6 weeks. Work on 51 platforms at 48 stations is scheduled to start in July 2018. Ms. Zimar expects that work to be completed in 3 years. She said they are planning to complete work at night and when stations are closed for track maintenance.

Ms. Zimar stated there is another initiative that includes a plan to improve the platform edge lights, station pathways, and parking lot areas. IRPG is looking to make these areas safer for customers.

Ms. Zimar stated the lighting characteristics are 3,000 LED Kelvin temperature inside the station, the warm white light index of 80 LED. These fixtures will last 10 years, and there will be a systemic replacement program for each fixture.

Chair Posner asked Ms. Zimar if Metro planning to install sunscreens at outdoor mezzanines that will protect the customers from the blinding sun. Ms. Zimar will talk with the engineering department about the installation of sunscreens.

Chair Posner also asked if there are plans to improve lighting in the elevators. Ms. Zimar stated that they are planning to address the lighting inside the elevators on an individual unit basis.

Mr. Sheehan finds the guide light feature at the Glenmont station to be helpful for customers who have vision impairments/low vision to locate the escalators. Mr. Sheehan asked if this is a Metro standard at all stations, but if not he would like Metro to consider having the guide light feature in all stations. Ms. Zimar stated there has been a discussion on the overall design. Ms. Zimar stated that she would look into the guide light at the Glenmont station.

Ms. Ray asked when Metro move towards the new lighting system are they planning to use the AAC, National Capital Citizens with Low Vision (NCCLV) and other people with various vision impairments to test the features. Ms. Zimar stated Yes, they will invite the AAC and others to test the fixtures. Chair Posner recommended to Metro staff that when the testing of the fixtures begins, please make sure that there is direct access to the mezzanine.

Mr. Ariza-Silva asked Ms. Zimar if there is a station model where the lighting fixture installation has been completed, so that members of the AAC could view. Ms. Zimar said there is no model. However, there was a product demonstration in May 2017, during which Barbara Millville participated, which was a success. The demonstration is what helped to design the specifications for this project.

Ms. Millville, NCCLV, thanked Metro for all their hard work on improving lighting in the transit system. Ms. Millville stated that she is very pleased and hopes to continue to work with Metro on more improvements. Ms. Millville asked a question about adjusting signage at the Metro Center station to accommodate the lighting. Ms. Millville asked what station platforms are a priority for installing the new lighting fixtures. Ms. Millville also asked Ms. Zimar about the remaining funds in the CIP that wasn't spent for lighting. Ms. Millville asked if there is any money in the current plan that will keep lighting improvements a go. Ms. Zimar stated: Metro is planning to install a down light fixture the summer 2018 at the Metro Center station to fix the lighting, so customers can better see the signage. Ms. Zimar stated that they are planning to install the platform lighting when single track occurs due to track maintenance. Ms. Zimar stated that with the CIP being part of General Manager Paul Wiedefeld's Back to Good campaign, lighting improvement will remain funded.

Mr. Calabria asked Ms. Zimar how will Metro know what stations are important for installing the new lighting fixtures. Ms. Zimar stated that they are planning to install the new fixtures at stations that are closed due to track maintenance. Mr. Calabria asked will there be a new pylon. Mr. Zimar stated that the pylon will stay the same. However, the top light fixture will change to the new LED Kelvin.

### **MetroAccess Subcommittee**

Mr. Semelfort stated that the MetroAccess subcommittee members are very pleased with the improvements Metro made to the new MetroAccess vans.

Mr. Semelfort would like to amend the February MetroAccess Subcommittee (MAS) agenda by postponing the update on MetroAccess Door to Door overview and adding an update on the MetroAccess Inspector General (OIG) report. Mr. Semelfort stated the Customer Guide work group should have the overview completed by March 31, 2018. MAS will present its recommendations during the April meeting. Mr. Blake stated that Mr. Kent was not available to address the report, due to the ongoing investigation. Mr. Blake said the report may be addressed once the report is final. Dr. Banerjee asked if it is possible that ADAP can ask the OIG to provide the MAS with a briefing. Mr. Blake said he will follow-up with the OIG, to see if that request is possible.

Mr. Semelfort stated that the MetroAccess Customer Guide work group is asking for meeting dates and times in March.

### **BUS/RAIL Subcommittee Report**

Mr. Oberg made a motion that Metro study the accordion style barriers. Mr. Kaffen stated that the study should include what other major transit agency uses type of barriers. Chair Posner stated he will ask Chief Safety Officer Lavin to compile a report on what barriers are being used in other transit agencies and why Metro uses their current barrier system. The committee approved the motion.

Mr. Oberg made a motion request that Chief Safety Officer Lavin discuss slip resistant flooring on Metro's railcars with the AAC. The committee approved the motion.

Mr. Calabria made two motions: (1) recommending that Metro design larger screens for the 8000 series railcars; and (2) request that Lynn Bowersox, CSCM, develop more informational videos on priority seating using senior citizens and persons with disabilities. The committee approved the both motions.

Mr. Kaffen raised concerns about not hearing the name of the station when you arrive on the 7000-series cars. Mr. Kaffen recommends that the 8000-series cars announce the name of the station once you arrive. Chair Posner made a motion that ADAP invite the office of Vehicle Program Services to an upcoming AAC meeting to discuss the announcements on all train series. The committee approved both motions.

Mr. Ariza-Silva made a motion recommending the 8000-series cars have movable armrests, and increase the height of the priority seating to 22 inches. Chair Posner

stated this allows people with disabilities to sit and stand effectively. The committee approved the motion.

Ms. Ray made a motion to have the configuration of the hand-bar on top of the seating be studied for safety. The committee approved the motion.

Mr. Ariza-Silva made a comment that Metro should reconsider putting in the middle of railcars poles in the ceiling for standing. Chair Posner stated that the middle bar will block access for mobility devices to move around inside of the railcars. Mr. Ariza-Silva stated he will send the committee a picture of the type of pole he's referring to. Chair Posner suggested that Mr. Ariza-Silva investigate other pole alternatives for standing.

**Adjournment:**

The meeting adjourned at 7:15 p.m



AAC

Accessibility Advisory Committee

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**STATUS OF COMMITTEE RECOMMENDATIONS AND ACTIONS**

| Item Number or Action | Description                                                                                                                             | Meeting Date | Presenter    | Status              |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|---------------------|
| 2018 – 11             | <i>Abilities-Ride (Update)<br/>Data for the 1<sup>st</sup> 90 days of the<br/>program</i>                                               | 1/2/18       |              |                     |
| 2018 – 10             | <i>AAC Travel Initiative<br/>Follow up on Board and AAC<br/>member feedback to determine<br/>which items the AAC should<br/>pursue.</i> | 12/4/17      | Tino Calabia | Referred to<br>BRS. |
| 2018 – 12             | <i>Review OIG Report on<br/>MetroAccess data</i>                                                                                        | 1/2/18       |              |                     |



**COMPLETED - COMMITTEE RECOMMENDATIONS AND ACTIONS**

| Item Number or Action | Description                                                                                                              | Meeting Date | Presenter                                                         | Status |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------|--------------|-------------------------------------------------------------------|--------|
| 2018 -1               | <b>Title VI Presentation</b><br><i>Overview of the proposed update for the Title VI Plan submission for 2017</i>         | 7/3/17       | Presenter: Corinne Remy<br>Office of Equal Employment Opportunity |        |
| 2018 – 2              | <b>AAC Elections</b><br><i>By-laws require an election for AAC officers (two-year term)</i>                              | 10/2/17      | B. Moore Gwynn                                                    |        |
| 2018 – 3              | <b>2017 Ride WITH ME Initiative</b><br><i>Advise the membership and respond to any general questions about the event</i> | 10/2/17      | Elver Ariza-Silva &<br>B. Moore Gwynn                             |        |
| 2018 – 5              | <b>Abilities-Ride</b><br><i>Update on the program</i>                                                                    | 9/5/17       | Christiaan Blake                                                  | 9/5/17 |

**COMPLETED - COMMITTEE RECOMMENDATIONS AND ACTIONS**

|          |                                                                                                                                        |         |                                                    |  |
|----------|----------------------------------------------------------------------------------------------------------------------------------------|---------|----------------------------------------------------|--|
| 2018 – 6 | <b>2017 Ride With Me Initiative</b><br><i>Update from selected member<br/>and respond to any general<br/>questions about the event</i> | 10/2/17 |                                                    |  |
| 2018 – 7 | <b>Free Ride Program</b><br><i>Update on the program</i>                                                                               | 10/2/17 | Frank Roth                                         |  |
| 2018 – 8 | <b>AAC - BRS appointment</b>                                                                                                           | 10/2/17 |                                                    |  |
| 2018 – 4 | <b>Paratransit Vehicle Vendor<br/>(Ford Motor Company)</b><br><i>New Paratransit vehicle<br/>development</i>                           | 11/5/17 | TBD                                                |  |
| 2018 – 9 | <b>Federal Funding</b><br><b>A discussion Federal grants</b>                                                                           | 10/2/17 | Presenter: Regina Sullivan<br>Government Relations |  |