



## Accessibility Advisory Committee

600 Fifth Street NW  
Washington, DC 20001  
202-962-6060

### **Meeting Minutes: December 5, 2016**

#### **ATTENDEES**

Present: Denise Rush (1st Vice-Chair), Elver Ariza-Silva (2nd Vice-Chair), Dr. Tapan Banerjee, Carolyn Bellamy, Brianne Burger, Charlie Crawford; Larry Haile; Steven Kaffen, Suzanne Kamel, Phillippa Mezile, Brian Miller, Edward McEntee, Mary Kay McMahan, Dr. Phil Posner, Doris Ray, and Paul Semelfort.

#### **Call to Order**

Vice-Chair Rush 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 as amended.

The November 7, 2016 meeting minutes were approved.

The Chair's Report to the Board, dated December 5, 2016, was approved.

#### **PUBLIC COMMENT**

A comment was made about poor service on MetroAccess. Last Tuesday, MetroAccess picked the customer up and after a few minutes into the trip the MetroAccess driver announced that she could not continue to transport the customer to her destination because of her perfume and the customer would have to secure another ride. The customer stated that she reported the issue immediately and was connected to a MetroAccess Road Supervisor to resolve the issue. After an extended period of time, the MetroAccess Road Supervisor arrived on the scene and addressed the issue, and the customer was provided a ride to her destination. The MetroAccess Road Supervisor had no urgency or compassion for the situation. The customer stated that she has been a user of the service for several years, however she has never encountered this kind of issue, nor did she deserve this kind of treatment. John Gray, Acting Project Manager, MV Transportation, apologized. The issue was brought to the attention of MV Transportation at the time it occurred, and the MetroAccess driver was informed that she needed to transport the customer to her destination. Unfortunately, the driver did not comply and a MetroAccess Road Supervisor was dispatched to the scene to resolve the issue. Mr. Gray apologized again for the incident.

Charlie Crawford expressed an interest in whether the appropriate action was taken in response to the driver's actions. Mr. Gray stated that the issue was investigated and MV took the appropriate action.

In a follow-up, Phil Posner stated that the customer should not have been charged for the trip. Metro should provide a credit for another ride for her inconvenience and lost time from work. Mr. Gray stated that MV will take care of the customer.

Steven Kaffen expressed an interest in whether Metro reimbursed customers for their lost hours from work. Omari June, Director, MetroAccess Service, stated that Metro has a department that handles those types of issues for MetroAccess customers on a case-by-case basis.

Elver Ariza-Silva provided comment on behalf of a Spanish-speaking family that could not attend the meeting. He stated that a young man and his parent used MetroAccess for an appointment. The two arrived at the appointment without issue. However, on the return trip the customers were taken to the wrong destination. The Spanish-speaking family reached out to MetroAccess Customer Service, but because of the language barrier the customer did not receive any assistance. Mr. Ariza-Silva stated that Metro should have bilingual staff available to assist customers, and all MetroAccess drivers should know how to reach these bilingual staff members when needed. Mr. June requested additional details to investigate the issue. He stated that on a regular basis the MetroAccess Call Center has bilingual staff to assist customers with communication.

Mr. Crawford stated that a few years ago, a colleague expressed an interest in hiring more people with disabilities. The employer had one caveat; the person with disabilities could not be dependent upon MetroAccess to get to and from work. The reason cited was that the service is always late. Mr. Crawford stated that he believes that his colleague's comment was an unfair indictment of MetroAccess and people with disabilities who use the service. Businesses expect that employees will get to work on time, and employees expect the service would get them there on time. Metro should work harder on this issue, so people with disabilities are not terminated from employment because the MetroAccess service cannot get them to work on time.

Dr. Posner made a comment about unscheduled track work occurring in the system. For the last two weeks, Metro has performed unscheduled track work causing rail service to single track, skip stations, and/or have extra-long delays. He suggested that the Bus and Rail Subcommittee (BRS) review this issue because of the negative impact the unscheduled track work has on all customers including those with disabilities. Brian Miller stated that he would add the issue to the BRS work plan.

In follow up, Christian Kent, Assistant General Manager, Department of Access Services (ACCS), asked whether the work performed in the system was SafeTrack related. Dr. Posner stated that the unscheduled track work is in addition to the work being performed with SafeTrack. Metro performs lots of track work during the day and late evening hours. This work is not listed on the Passenger Information Display System nor

is it posted on the website. Metro sends alerts in the late afternoon, which does not give customers enough time to make other transportation plans. Dr. Posner stated that the situation has become such an issue that he emailed the General Manager. The GM responded; however, the unscheduled track work continues to occur. Mr. Kent thanked Dr. Posner for bringing the issue forward. He reminded members and the disability community that, in addition to contacting customer service to make a complaint or the GM, the disability community should also contact ACCS to help track and resolve issues.

Dr. Posner suggested that Metro considers the issue of unscheduled track work when determining fares for MetroAccess customers. With the unpredictable changes in the schedule, Metrorail is no longer the fastest way to get anywhere. He stated that the calculation of twice the bus fare is more accurate for determining MetroAccess fares.

Mr. Kent stated that Metro is balancing a difficult financial situation. He expressed an interest in whether the Committee's suggestion of twice the bus fare was a temporary solution based on SafeTrack or an on-going recommendation. Dr. Posner stated that the recommendation was on-going because of all the work that has occurred in the Metrorail system including SafeTrack. Metro does a great job with calculating the fare for planned outages. However, there are so many unplanned outages that occur during the day and late nights that customers are being unfairly impacted. Dr. Posner stated that the budget should not be balanced on the backs of MetroAccess customers. Mr. Kent stated that it is important for members to understand that Metro's briefing on the FY2018 budget will be a candid discussion. The AAC's request of twice the bus fare for MetroAccess service is essentially a reduction in the fare and would be moving away from Metro's current stance, which is finding money to pay for service for all customers including those with disabilities. Paul Semelfort stated that he would add the issue to the MetroAccess Subcommittee (MAS) work plan.

### **INAUGURATION DAY SERVICES**

Jim Hughes, Managing Director, Office of Rail Transportation (RTRA) and Chairman of Metro's Inauguration Day services, provided a brief overview of public transportation services for that day and weekend. He stated that the Inauguration will be on Friday, January 20, 2017. Metro will operate fixed route service and some MetroAccess service on that day.

On Inauguration Day, Metro will open at 4:00 a.m. and operate on a rush hour schedule until 9:00 p.m. During this period, Metro will charge a peak fare for service and parking. Metrobus will operate on a Saturday schedule with both Metrorail and Metrobus service being limited around the secure area near the Inauguration and parade route. In response to a question about station closings, Mr. Hughes stated that in previous years, the Mt Vernon Square station and a number of other stations around

the Mall were closed. The final decisions on closings will be decided by U.S. Secret Service.

Metro will sell commemorative Inauguration SmarTrip cards and one-day passes. SmarTrip cards will be sold online, at various retail outlets, and in advance for bulk sales. On Inauguration Day, customers can purchase commemorative SmarTrip cards at certain Metrorail stations for \$10 with \$8 stored value. In response to a question about crowds, Mr. Hughes stated that Metro will have staff, including uniformed officers on hand to assist customers and help with crowd control.

Mr. Hughes stated that once the information has been finalized, all this information will be available on Metro's website. Metro will suspend all SafeTrack and late night work on all lines for one week for the Inauguration.

Dr. Miller expressed an interest in whether the sale of SmarTrip passes will be at the Huntington station. Metro usually does hand-sales of Inauguration Day SmarTrip cards and one-day passes at stations like Pentagon City and Stadium Armory, where there is access to large crowds of people interested in attending the events.

Suzanne Kamel expressed an interest in whether Metro will have anyone on hand to ensure that the elevators are operating properly. Mr. Hughes stated that Metro will have technicians from the Office of Elevator and Escalator Services on hand at select stations to make repairs should any arise.

Ms. Kamel also stated that during the Inauguration four years ago, Metro had staff on hand to ensure customers with disabilities and MetroAccess cardholders were boarding prior to able body customers. Mr. Hughes reiterated his comments about having staff on hand and crowd control. In response to a question about transportation service on the day after the inauguration, Mr. Hughes stated that there are a number of events occurring the day after the Inauguration. The details are still being finalized, however the information will be available on Metro's website.

Doris Ray expressed an interest in whether Metro will change the hours of service to accommodate late night events for the Inauguration. Mr. Hughes stated that Metro will open at 4:00 a.m. and close at 12:00 midnight, and operate on a rush hour schedule until 9:00 p.m.

Additionally, Ms. Ray expressed an interest in whether the materials regarding the service information will be available in accessible formats including the phone. Mr. Hughes stated that once the information is finalized, Inauguration Day service materials will be on-line and available in accessible formats upon request.

In a follow-up, Brianne Burger stated that the Inauguration would be a perfect opportunity for Metro to launch the white boards. Mr. Hughes stated that Metro is making strides to get that communication tool implemented.

### **METRO BUDGET PRESENTATION**

Dennis Anosike, Chief Financial Officer (CFO), provided a financial briefing on Metro's fiscal year 2018 (FY18) budget. The discussion began with a recap of the fiscal year 2017 (FY17) budget. In FY17 the budget process was managed by Metro's Board. To balance the budget the Board opted to take a series of one-time options. This resulted in a balanced budget with no fare increases.

The GM proposed a \$3.25 billion (B) budget to Metro's Board for FY18. The Operating budget is \$1.8B and the Capital budget is \$1.25B. Compared to last year, the Capital budget is approximately \$250 million (M) higher, while the Operating budget is approximately 2% higher than last year. The CFO stated that the budget proposed by the GM is balanced, but will require sacrifices from all stakeholders.

The revenue side of Metro's budget has been significantly depleted. The GM's budget is designed to address three major areas: (1) reliability, (2) safety, and (3) fiscal responsibility. Mr. Anosike stated that Metro's Operating budget includes the following reductions: (1) reduces staff by 1,000 positions; (2) requires that customers contribute more for services on Metrobus, Metrorail, MetroAccess, and parking; and (3) reduces service. Additionally, the GM's budget directs the jurisdictions to provide an additional \$130M. Together, these actions are expected to yield an increase of \$290M in overall funding, and aid in balancing the budget.

For some time, Metro has experienced low ridership on Metrobus and Metrorail. This is due to SafeTrack and other issues. Mr. Anosike reiterated his comments about the development of the FY18 budget. To balance the budget in a way that would be fair, yet the least impactful to customers, the GM submitted to the Board a balanced proposal for the FY18 budget. In response to a question about who makes the final decision, Mr. Anosike stated that the Board makes the final decision on the budget.

Although there has been a decline in ridership on the fixed route system, Mr. Anosike stated that ridership on the paratransit system has been stable. The FY18 budget has been developed to continually provide appropriate resources for the MetroAccess service. In this budget cycle, all services including MetroAccess will incur an increase in fares, however the cap of \$6.50 on MetroAccess fares will remain the same.

Mr. Anosike reiterated the numbers for the Capital budget. While the Capital budget will mostly go to improving safety and reliability, it will also include improvements in

lighting; and the acquisition of additional MetroAccess vehicles, accessible low-floor buses, and new 7000-series railcars.

Ms. Burger expressed an interest in whether the budget had a line item for communication. For over a year the AAC has been working to enhance communication with all customers including those who are deaf or hard-of-hearing traveling in the system. The AAC recommended white boards; a cost effective, low-tech option as a way to communicate effectively. Mr. Anosike stated that communication is an area where Metro receives feedback from all customers. Mr. Kent stated that the AAC recommendation of white boards is included in the Operating budget.

An area where the disability community would like to see more financial support is in the area of training. Many members agreed that with the ongoing safety issues, SafeTrack, and the planned emergency exercises, sensitivity training on working with customers with disabilities and senior citizens is an extremely important line item in the budget. The more financial resources Metro can add to training, the more Metro will improve the customer experience.

Dr. Miller expressed an interest in whether the budget projections assume that late night service will be curtailed, and if the proposal to change the service hours was overturned what would be the impact on the budget. The CFO stated that the GM's proposed budget does anticipate the change in service hours. The net impact of the service hour changes was approximately \$6 million overall, however a change in the service hours would mean that Metro would have to account for the revenue in other ways.

Additionally, Dr. Miller asked whether the proposed budget will target resources such as the Free Ride Program or the Reduced Fare Program to balance the budget. Mr. Anosike stated that those programs are not affected. Metro was sensitive to certain aspects of the system when developing the FY18 budget.

Ms. Kamel made a comment about the proposal to raise fares on Metrobus, Metrorail, and MetroAccess. She stated that if Metro is not able to maintain ridership, raising the fares will cause ridership to decline further. Additionally, customers will find alternate forms of transportation and may not return to Metro. She suggested that Metro explore other avenues of revenue such as advertising and adopt a Metrobus or Metrorail station ideas. These approaches may not be fast money makers, but they would provide some revenue and keep the community involved with the Metro system. The CFO stated that Metro is doing all those things, but unfortunately they are not enough to close the shortfall. He suggested that if customers have ideas that would help Metro close the budget gap, they should send those suggestions to the GM.

Mr. Ariza-Silva expressed an interest in whether the budget included funding for maintenance for elevators. As a mobility device user, in order for him to use the system the elevators must be in operable condition at all times. The CFO stated that in addition to safety, reliability, and fiscal accountability, Metro is also focused on budget execution. The GM has realigned staff to have direct reports of the Quality Assurance team. As Metro improves on its budget execution, the issues described will be addressed.

Dr. Posner stated that he has attended budget meetings and is monitoring the budget closely. The major issues are the decrease in service and the increase in fares. The AAC has recommended several approaches, e.g. twice the bus fare; twice the disability fare; or lowering the peak fare. The increase in fares is a double impact on MetroAccess customers, and the decrease in service on Metrorail makes it difficult to accurately calculate fare for paratransit customers.

Dr. Posner also stated that in previous budget cycles Metro has had representation from the AAC and the Rider's Advisory Council in the budget workshop. He requested that Metro continues that practice. The CFO stated that he will convey the request to participate in the workshop with the Board's Finance Committee Chair, Michael Goldman.

Ms. Ray stated that she agreed with Ms. Kamel and Dr. Posner in that cutting service while increasing fares will drive customers away. She expressed an interest in whether Metro considered getting money from tourists and/or other local jurisdictions, such as Loudon County residents, who use the fixed route system but are not part of the subsidy calculation. The CFO stated that the contribution of visitors or residents who use the system is through the payment of fares. For communities that do not pay a subsidy into the transit system, one view is that these communities do not get the environmental benefit that transit provides. At Metro, the current fare policy is set by the Board. Other transit agencies, such as Metropolitan Transit Authority in New York City, have addressed this issue by applying different fare structures. The Board has considered these options, but has kept the current fare structure.

Ms. Ray asked that as the system is being expanded, what extra cost is being absorbed by the system. The CFO stated that Phase II of the Silver Line will add significantly more cost to the operating budget. Mr. Anosike stated that his office has provided the Board an estimate of cost for the new extension.

Ms. Ray also expressed an interest in whether the Federal government sponsors the entire cost of the RFP. Mr. Anosike stated that the difference between what the customer pays and the program is picked up by the Compact area. The Federal government does not pick up any of the cost.

Some people think the extension of the Silver Line should be stopped because the region cannot afford a new line. Tapan Banerjee expressed an interest in whether there was anything beyond the FY18 budget that would prevent the new line from opening. The CFO stated that the construction of the new line is being paid for by Virginia with assistance from the Federal government. Based on Phase I of the Silver Line, Metro has a good sense of what the costs will be on the operating and capital sides of the budget.

Dr. Banerjee also expressed an interest in whether the new leadership at the Federal level will mean less funding for public transportation. The CFO stated that Metro is engaged at all levels of government to make sure this region is included when making funding decisions.

Mr. Semelfort stated that the FY18 is a tough budget, and these are tough times, which require tough decisions for all involved. He stated that he was pleased to hear that, even with the constraints, Metro will still provide new MetroAccess vehicles, accessible buses, and 7000-series railcars. Also, Metro will maintain the cap on MetroAccess fares and the Free Ride Program, which gives so much independence for customers with disabilities who use the fixed route system. Although some customers including those with disabilities will not be happy with an increase in fares, Metro has persevered some things in this tough financial season.

Larry Haile expressed an interest in what measures Metro has taken to encourage ridership. The CFO stated that Metro is doing several things to address the decline in ridership. Advertising has been increased; and a variety of SmarTrip passes directed towards customers traveling habits have been developed. Metro has also increased its joint development opportunities to gain additional revenue. All those things, unfortunately, are not enough to close the shortfall. Mr. Anosike reiterated his statement about sharing ideas with the GM.

Mr. Haile also expressed an interest in whether Metro explored leveraging funding to help improve the budget, so that increasing fare revenue is not the option. The CFO stated that at the Federal and state levels, Metro is also identifying and applying for additional funding. Metro is one of the few transit agencies that does not have dedicated funding.

Steve Kaffen expressed an interest in how the budget is developed. Mr. Anosike stated that the budget is built in two ways; it starts from the previous budget and then changes are added. It also has elements where each expenditure needs to be justified. The budget has been developed in an incremental approach.



Mr. Kaffen also inquired that given Metro is in a crisis mode, is there a senior review level for expenditures that transcends operational staff. The CFO stated that the person would be the GM, who is involved and has requested that all departments justify each request and appropriation. Additionally, the Board gets an opportunity to evaluate. In a \$3B budget, there may be some areas that do not reflect the current priorities and Metro is making an effort to eliminate those line items. One piece included in next year's budget will be cellular service in the stations. This item is connected to safety and will be fast tracked in the system.

Phillippa Mezile expressed an interest in whether the eliminated positions were vacant or unfunded positions, and how many will be lost. Mr. Anosike stated that all the positions are funded. Of the first 500 positions, about half were vacant. The last 500 positions are tied to service reductions. Metro is undergoing the process of eliminating those positions.

Ms. Mezile also reiterated her comments from the November AAC meeting regarding fares and the monitoring capability of the new MetroAccess ID cards. She stated that she is distrustful of the system.

Barbara Milleville, President, National Capital Citizen for Low Vision, expressed an interest in stations where lighting improvements will take place. Mr. Anosike stated that Metro plans to enhance lighting at the following stations: Union Station, Smithsonian, and Farragut.

Ms. Milleville also expressed an interest in what happens to the unspent funds in the Capital Improvement Plans (CIP). The CFO stated that the funds are rolled forward to the next year, so no funds are lost. The GM requires that departments working on programs in the CIP meet with him regularly. In response to a question about a detailed budget, the CFO stated that Metro plans to provide details on the budget around mid-December 2016. This will give a delineation of all the projects and the timeline around those projects.

Mr. Crawford stated that he believes a return on investment is a win-win proposal for everyone. He suggested that Metro gives a person who rides a 1% return and the investment goes back to one person then everyone wins. Mr. Anosike stated that Metro has reviewed that approach and there are different rules that apply to investments that would be challenging for Metro to implement.

The CFO stated that in spite of the financial challenges Metro faces, there are still some financial realities that must be addressed. The AAC has been clear on its position related to fares. It is not an easy decision to increase fare, reduce service, or eliminate jobs. The outstanding question is how to close the gap and how much additional

reductions the organization can afford. To the extent that Metro can attract other funding opportunities, it plans to do so. He encouraged the AAC to continue to make their points to the Board, so that they understand your needs. The CFO stated that as things improve, perhaps it will be easier for all parties to reach the same conclusion about the budget.

The BRS thanked the CFO for a candid discussion on the budget and future possibilities.

### **BUS and RAIL SUBCOMMITTEE REPORT**

The BRS received an update on transportation options for the new MGM National Harbor Hotel and Resort. A Metro bus stop will be located on a service road on the Monument Avenue side of the hotel and resort. Currently, Metro has two bus lines; NH1 (National Harbor to Southern Avenue) and NH2 (National Harbor – Alexandria), that access National Harbor. The bus stop meets Metro's Bus Stop Accessibility Standard and will include a shelter. The bus stop will also be raised with a crosswalk giving customers direct access to the hotel and resort. To avoid traffic delays, the AAC encouraged everyone to use public transportation when traveling to the new venue.

Additionally, the BRS discussed the meeting with the Metropolitan Washington Council of Governments (COG), Fire Department Passenger Rail Safety Subcommittee (FDPRSS). The BRS made several recommendations related to training, communication, and the waiver. The BRS views these exercises as a critical safety issue for all customers, including those with disabilities traveling in the system.

### **METROACCESS SUBCOMMITTEE REPORT**

The MAS received an overview of the customer service improvements made in the MetroAccess Operations Control Center. The improvements are a result of the feedback received from the committee last year. A customer service excellence training module has been developed, which is specific to the MetroAccess customer base and to the transportation industry. The training program uses many customer service examples, recorded customer calls, and role-play to help staff understand and implement positive attitudes when talking with customers. The training seeks to improve interactions and relationships with operators by allowing the operators to visit the Operations Control Center, speak with dispatch agents, and learn additional aspects of the service. Live monitoring of phone calls and radio communication on the floor is conducted by the quality assurance team, and supervisors. MV Transportation also has an incentive program that rewards dispatch and reservations agents with prizes when executive management or internal quality assurance staff observe positive interactions with customers or operators.

In an effort to better educate customers on the service, MAS discussed the MetroAccess trip insertion process. MetroAccess' goal is to pick up customers and deliver them to their destination on time as much as possible. However, there are many factors that may require the need to move a trip such as a passenger situations, no-shows, accidents, traffic delays, passenger or operator illnesses, passenger altercations, driver attendance, and malfunction of equipment on board the vehicle. The Automatic Vehicle Locator (AVL) monitoring and map usage are very important during this process as well as the Trapeze system helps to make those decisions; however, staff will consider the validity of the move. Only managers and executive management are allowed to move trips.

### **NEW BUSINESS**

It was announced that Ms. Ray, will be awarded the Lifetime Achievement Award at the 2016 Martha Glennan Disability Inclusion and Equality Award ceremony and reception. Ms. Ray is receiving the award for being a highly effective advocate for the rights of people with disabilities in Fairfax County and throughout the Commonwealth of Virginia for over 30 years. The event will take place on December 12, 2016 at 7PM at the Fairfax County Government Center. All are welcome to attend.

### **ADJOURNMENT:**

The meeting adjourned at 7:50 p.m.



**Accessibility Advisory Committee**

600 Fifth Street NW  
 Washington, DC 20001  
 202-962-6060

**STATUS OF COMMITTEE RECOMMENDATIONS AND ACTIONS**

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
Info – 19	A discussion with Metro’s GM	1/3/17	AAC	Presenter: Paul J. Wiedefeld	
Info – 06	Age-Friendly DC Task Force (Update)	2/6/17	AAC	Update (Follow-up discussion after event - November 2013).	
Info – 22	Wayfinding (Demonstration and Tour)	3/6/17	BRS	Presenter: Columbia Lighthouse for the Blind and Click-and-Go	
Info – 20	A discussion with Metro’s GM	5/1/17	AAC	Presenter: Paul J. Wiedefeld	

Note: Quarterly Meeting Recommendations are marked with an asterisk symbol.

**COMPLETED - COMMITTEE RECOMMENDATIONS AND ACTIONS**

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
Info - 01	Proposed 2016 Bus Route Changes	7/6/15	AAC	Presenter: Julie Hershorn	7/6/15
Info – 02	25 <sup>th</sup> Anniversary of the ADA	7/6/15	AAC	Open Forum	7/6/15
Info - 03	Proposed 2016 Bus Route Changes	7/6/15	AAC	Presenter: Julie Hershorn	7/6/15
Info - 05	Establishing A Customer Community	9/14/15		Presenter: Jason Minser	9/14/15
Info - 07	Metro's Diversity and Recruitment Initiatives	10/5/15		Presenter: Ikemia Arrington	10/5/15
Info – 08	Momentum and Long Range Plan (update)	12/7/15	AAC	Presenter: Jennifer Weeks	12/7/15

**COMPLETED - COMMITTEE RECOMMENDATIONS AND ACTIONS**

Info - 09	Maryland – Abilities Ride Proposed MetroAccess Alternatives	2/1/16		Presenter: Christian Kent/Christiaan Blake	2/1/16
Info - 04	AAC Quarterly Meeting with Board Executive Committee	2/1/16	AAC	New approach: Joint AAC/RAC meeting	2/1/16
Info - 10	Announcements 7000 Series	3/7/16	AAC	Presenter: Debo Ogunrinde	3/7/16
Info - 04	AAC Quarterly Meeting with Board Executive Committee	3/7/16	AAC	Feedback	3/7/16
Info - 11	A discussion with Metro's GM	4/4/16	AAC	Presenter: Paul Wiedefeld	4/4/16
Info – 12	Customer safety	5/2/16	AAC	Presenter: Chief Ronald Pavlik	5/2/16
Info – 16	A discussion with Metro's GM	9/6/16	AAC	Presenter: Paul J. Wiedefeld	9/6/16

**COMPLETED - COMMITTEE RECOMMENDATIONS AND ACTIONS**

Info – 17	A discussion with Metro’s Board Chair	10/3/16	AAC	Presenter: Jack Evans	10/3/16
Info – 18	Communication with Customers who are Deaf/Hard of Hearing	10/3/16	AAC	Presenter: Jim Hughes	10/3/16
Info – 21	Metro’s FY2018 Budget Presentation	12/5/16	AAC	Presenter: Dennis Anosike	12/5/16

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