



Accessibility Advisory Committee

Meeting Minutes: October 3, 2016

ATTENDEES

Present: Patrick Sheehan (Chair), Denise Rush (1st Vice-Chair), Elver Ariza-Silva (2nd Vice-Chair), Dr. Tapan Banerjee, Brianne Burger, Darnise Bush, Charlie Crawford; Larry Haile; Steven Kaffen; Suzanne Kamel, Marisa Laios, Phillippa Mezile, Edward McEntee, Mary Kay McMahan, Randall Pope, Doris Ray, Paul Semelfort, and Will Schell.

Call to Order

Chairman Sheehan called the Accessibility Advisory Committee (AAC) meeting to order at 5:30PM.

APPROVAL OF AGENDA, BOARD REPORT, AND PRIOR MEETING MINUTES

The meeting agenda was approved as amended.

The September 6, 2016 meeting minutes were approved as amended.

The Chair's Report to the Board, dated October 3, 2016, was approved as amended.

PUBLIC COMMENT

A customer made a comment on an incident that occurred at the Grosvenor-Strathmore Metrorail station. The customer stated that on July 29, 2016, he fell between two 7000-series railcars; however, was able to pull himself onto the platform before the train exited the system. He shared that Metro provided a response; yet, the response was inadequate and lacked an understanding of the issue. The customer requested any available video of the incident in the system to be forwarded to him. Christiaan Blake, Director, Office of ADA Policy and Planning stated that at the September 2016 BRS meeting there was a discussion about the safety test of the detectability between-car barriers on 7000-series trains. The test involved six people who were blind/low vision and included one member of the AAC. Metro also conducted a hazard analysis of the between-car barrier system. Both tests proved that the each style of the between-car barriers on a 7000-series railcars were safe. To avoid confusion, Metro has decided to use only the traditional linked chain barriers on the 7000-series railcars. Moving forward, every railcar being manufactured will have the traditional linked chain barriers. Mr. Blake stated that Metro's Safety team is investigating the customer's issue, and from this point forward they will be communicating directly with the customer. Mr. Sheehan suggested the issue be moved to the BRS for monitoring and follow up.

Darnise Bush made a comment about MetroAccess fares. She is concerned about how fares are calculated. When customers travel from the District of Columbia (D.C.) to

D.C., the rate of the fare is always the maximum. This is also true for customers traveling from D.C. to Maryland or to Virginia. She requested further explanation on how customers traveling across regions can pay the same fare as those traveling locally on MetroAccess. Allison Anderson, Operations Manager, MetroAccess Operations Control Center stated that fares are calculated based upon twice the fixed route service, based on the fastest route available with a cap of \$6.50. Trips that are from D.C. to D.C. are more likely to have a fare near \$6.

Mr. Sheehan suggested that the MetroAccess Fare Calculator system be checked. He also requested that Ms. Bush provided dates and times to the MetroAccess team to ensure the system is operating properly. Paul Semelfort suggested that the issue of how fares are calculated will be moved to the MetroAccess Subcommittee work plan.

A customer made a comment about poor service on MetroAccess. The customer stated that she was speaking on behalf of her parent who has multiple illnesses and needs the service for medical appointments. Over the last two years, her parent's MetroAccess trips have been excessively late, causing appointment to be missed. Additionally, many of the drivers are insensitive and lack compassion for the people they serve. On a regular basis, the customer stated that her parent contacted her upset about something that has occurred in a MetroAccess vehicle. The customer stated that MetroAccess customers deserve better and it is not fair that they are treated in an inhumane manner. Omari June, Director, MetroAccess Service apologized for the customer's issues. He stated that he would personally review the issue and respond to the customer.

Mr. Sheehan stated that he received an email from a customer (Christina Weymouth) with a similar issue. The customer stated that her morning trips are pretty good, but the trips in the afternoons are usually at least a half hour or so late, and the trips in the taxicabs are usually an hour late. Mr. June stated that he would have his team investigate the issue and provide feedback to the customer.

A customer made a comment about the proposal to change the service hours on Metrorail. The customer was pleased to hear the AAC discuss the impact that a change to the service hours would have on the disability community and the economic disadvantages. Although many Board members are excited about the possibility of Metro partnering with Uber, if the proposal to change the service hours on Metrorail is approved, the customer stated Metro must ensure that Uber follows the same standards in the proposal for the Abilities-Ride program. This would make the service accessible for everyone.

A customer thanked the AAC and the disability community for their strong advocacy work around the Abilities-Ride proposal. The Request For Proposal (RFP) has been released and she was delighted to read that many of the suggestions from the AAC and disability community were included in the RFP. The customer suggested that Metro also

include in the training section that the drivers should know how to secure a mobility device and have wheelchair-accessible vehicles in their fleet. Metro should be forward thinking and require vendors to have a particular number of wheelchair-accessible vehicles prior to receiving consideration. Mr. Sheehan thanked the customer for all her contributions and hard work on the Abilities-Ride proposal.

In a follow up, a customer expressed an interest in whether Metro will have a pre-bid conference for Abilities-Ride. Mr. Blake stated that the pre-proposal conference will be held on Friday, October 14, 2016, at 10AM, at Metro's Headquarters, Lobby Level Meeting Room. This event will be open to the public.

In another comment about the Abilities-Ride proposal, a customer stated that the proposal was based on the success or lack thereof of two pilot programs – TransportDC and a program that took place in Montgomery County. As of this date, the analysis of the pilots has not been released to the public. The customer suggested that the information on the pilot in Montgomery County and TransportDC be made available to the public before any contract is awarded for the new program. The customer also expressed an interest in how Metro plans to fund the Abilities-Ride program when it becomes successful and the ridership grows. TransportDC ridership grew tremendously and service was reduced. The customer expressed an interest in whether the same thing would happen to the proposed Abilities-Ride program.

In a follow up comment about the growth of the service, the customer stated that for the first two years Metro incentivized D.C. to run the TransportDC program by providing a credit toward the jurisdictional MetroAccess subsidy. The customer stated that D.C. saved \$5M dollars. Then the service changed and the program became restrictive. TransportDC's service model is now from the first day of the month to the 15th day of the month, TransportDC customers travel for any purpose without restrictions. The last two weeks of the month, the service is limited to places of employment and medical appointments. This will be evaluated on a quarterly basis and changes may be made to the program. The customer stated that TransportDC provided people with disabilities a new sense of freedom and expressed an interest in what could be done to ensure the Abilities-Ride program will not suffer the same fate as TransportDC.

A DISCUSSION WITH METRO BOARD CHAIR

Jack Evans, Board Chair, greeted members of the AAC and the public. He shared that he served on the D.C. City Council for 25 years, and is the longest serving member of the Council representing the District of Columbia. In early 2015, he was appointed to the Metro Board of Directors. He had previously served on Metro's Board from 1992 to 1999 and was Chair for two terms (1994 and 1997). Mr. Evans stated that in the early years, the goal was to build a world-class transportation system. At the time, the consensus was to build all the lines on the Metrorail system at the same time. By 2001, Metro had completed 103 miles of the rail system. Mr. Evans returned to Metro to serve because the system's finances and operations were in trouble. The goal now is to get

the system back on track and make the organization better for the future. Customer input can play a huge part in getting the organization back on track.

There are fundamental building blocks to getting the organization's affairs in order and his first order of business was the finances. For over two years, Metro's audits were submitted late. Metro addressed this issue and this year the audit will be on-time for the first time in several years.

On the operations side, Metro's GM Paul Wiedefeld is doing a great job organizing the work needed through the SafeTrack program. The whole system needs work, but the maintenance actions performed through the SafeTrack are the most critically needed. Mr. Evans stated that when SafeTrack is completed in April 2017, Metro will still have preventive maintenance issues to complete. The cost of those preventive maintenance issues is in the \$18 billion range because the maintenance had been deferred and the system is in total disrepair.

Another building block is the governing structure of Metro's Board. Metro Board of Directors has 13 new members. Metro also has new staff in key areas like Safety, Treasury and the Chief Financial Officer. As Board Chair, Mr. Evans has one goal and that is to secure the necessary funding for the work being done by the GM, for purchasing new railcars, and to correct issues on the lines. In fiscal year 2018, Metro will have a \$300 million shortfall. Mr. Evans stated that he is optimistic everything that Metro needs to be done can be done. It requires time, focus and leadership.

Mr. Sheehan opened the floor to members for questions. Each member had three minutes to speak and receive a response from the Chair. Mr. Evans introduced Thomas Lipinsky, Assistance/Communication Specialist, who would be available until the end of the meeting to handle any additional questions.

Tapan Banerjee expressed an interest in Metro's governance. An article in the local newspaper indicated that in order to have meaningful change, Metro should change its governance structure. Mr. Evans stated that Metro is funded through an agreement termed the Compact between the local jurisdictions (Maryland, D.C. Virginia). On the Board, there are four members from each jurisdiction and each member has a fiduciary responsibility to their jurisdiction and to Metro. However, the loyalty is more to the jurisdiction than to the organization. Consequently, things are not getting done in Metro's interest.

Mr. Evans represents the largest Ward in the city. Ward 2 includes the downtown regions, government and private sector business, hotels, sports areas, nightlife, all the surrounding neighborhoods, and has more Metrorail stops than any other section of the city. The constituents in Ward 2 (like other residents of D.C) want late-night hours and a good subway system. Our partners in Virginia and Maryland want a commuter rail

system. Metro can provide the best of both worlds, meaning that the system works for all customers.

Larry Haile expressed an interest in accessing the tangible ways in which Metro is committed to ensuring that from the top down staff understand that accessibility is not an afterthought. Mr. Evans stated he, Metro's Board and staff are committed to making the system more accessible and transparent. This will take a lot of hard work; yet, he is committed to improving the system for the future.

Doris Ray stated that she is a native Washingtonian, an avid Metrobus user, and has lived and/or worked in every jurisdiction in the Compact area. She appreciates the Chair's statement on the accessibility and compliance with the Americans with Disabilities Act (ADA). Ms. Ray stated that the proposal to change Metrorail operating hours will have a devastating impact on people with disabilities. Many people use the system to travel for work, church and other personal business. This service adjustment will also affect MetroAccess customers because the service is tied to fixed route. Ms. Ray suggested that Metro consider increasing the Metrobus system to accommodate the change of hours on Metrorail. Ms. Ray stated that before Metro had a subway system, there was an extremely efficient Metrobus system and it is needed again.

Charlie Crawford stated that when he came to D.C., he rode the Metrobus and Metrorail for six years. After he acquired a disability, he had to change transportation services to maintain a level of independence and quality of life. Mr. Crawford stated that the circumstances that some people with disabilities face are sometimes agitated by whatever effect the disability has upon them. This may require that people with disabilities to depend more on Metro. Mr. Crawford stated that he is grateful for the system and he wished Chair Evans every success in getting the system fixed.

Mary Kay McMahon expressed an interest in the planned emergency exercises. She stated that lessons learned after the planned emergency exercise (or an actual emergency) should be continuously shared between the jurisdictions in order to better serve customers in an emergency.

Ms. Bush thanked the Chair for attending the meeting. She stated that she too is a native Washingtonian who resides in Ward 8. Ward 8 is east of the river and has nowhere near the transportation luxuries that are afforded to Ward 2. Many in her community use Metrobus as the family car to get to the Metrorail system. Many in Ward 8 are employed in the service industry, often work late hours, and use public transportation to get to and from work. Ms. Bush stated that she is deeply concerned about the change in service hours for Metrorail and the devastating impact on residents in Ward 6, 7 and 8.

Ms. Bush also stated that she agrees with Chair Evan's comments about people being jurisdictional and lack of clear understanding of some of what really needs to be done

to improve the system. She suggested that Metro work with the Advisory Neighborhood Commissions in D.C., to adopt a bus stop. This would involve the community, providing information on issues, resolution for others, and generate exposure and capital for Metro. Mr. Evans stated that it is important for people to know the system. Many people who can't afford to pay a taxi or Uber really rely on public transportation. He encourages everyone to attend the public hearings and make their preference known about the service hour changes in important.

Paul Semelfort stated that he too is concerned about the service hour changes on Metrorail and impact on the MetroAccess service. He also expressed concern about the impact of the Abilities-Ride program on the disability community in Prince George's County.

In a follow-up on the emergency exercises, Elver Ariza-Silva stated that everyone recognizes the importance of training first responders so they are prepared in the event of an emergency. Many AAC members and the disability community want to participate in the planned emergency exercises, but have not done so because of the waivers. For many people in the disability community, the waiver is viewed as the organization protecting themselves and not the customer. Customers who experience injury as a result of their participation in the exercise are responsible for covering their own medical expenses. This can be a hardship for some. Mr. Ariza-Silva encouraged Metro to rethink their position about the waivers so people with disabilities can resume participating in the emergency exercises.

Mr. Ariza-Silva also made a comment about the test of the dual barriers on the 7000-series railcars. Although the test included people who are Blind and low-vision, there are still areas of danger in the system. Mr. Ariza-Silva reiterated his comments about the waiver.

Denise Rush expressed an interest in the Abilities-Ride program. She stated that the proposed service was discriminatory because it requires that customers use a Smartphone and have a credit card to obtain services. Many in the disability community do not have access to a Smartphone nor a credit card to pay for services.

Ms. Rush also expressed an interest in whether the RFP for Abilities-Ride had been released and whether it included the aforementioned features. Christian Kent, AGM, Department of Access Services, indicated that the RFP was released and outlines the minimum requirements for services. Many of the members agreed that the amenities should have been included in the RFP. Mr. Sheehan stated that just because the RFP does not explicitly state those requirements does not mean that vendors cannot add the features in their proposal. In his experience, most RFPs state the minimum requirements; however, in most cases vendors exceed them.

Mr. Crawford stated that not listing the amenities in the RFP gives the potential vendor the opportunity to omit the amenities in their proposal because it was not required. Mr. Kent stated that Metro will evaluate to see whether the proposal meets the needs of customers. If a proposal is lacking in any way, Metro does not have to award one single contract.

Mr. Kent stated that the RFP for Abilities-Ride does include wheelchair accessible vehicles (WAV). Metro has taken a strong stance on this issue because the service needs to be equitable for all customers. Metro will hold an Abilities-Ride pre-proposal conference on Friday, October 14, 2016 from 10AM, at Metro's Headquarters. This event will be open to the public. Mr. Kent encouraged members of the disability community to attend.

Ms. Rush also expressed an interest in the change in service hours on Metrorail and the impact on the MetroAccess Fare Calculator. MetroAccess fares are based on twice fastest route. With the changes in service hours and the unpredictability of services because of SafeTrack, Metrorail is no longer the fastest route. Ms. Rush expressed an interest in whether the MetroAccess Fare Calculator is adjusted to accommodate the change in services. Mr. Kent stated when the Metrorail system has planned outages, the schedule in the Trip Planner is adjusted. The MetroAccess Fare Calculator uses the updated Trip Planner to determine the fares; however, when an unexpected issue arises the system is unable to adjust.

Phillippa Mezile stated that she is a D.C. resident of Ward 1. She too is concerned about the early closing of the Metrorail system. The local sports event patrons and service workers need public transportation to get home. Mr. Evans stated that the next Nationals baseball game will start at 5:30PM and the game on Saturday will start at 4:00PM. These games should not be impacted by the early closing. World Series games traditionally do not start until 8:00PM. Mr. Evans stated that it is important for the community to attend the public hearings and express your views about the changes in service hours on the Metrorail system.

Suzanne Kamel stated that Metro is spending a lot of money on safety. She expressed an interest in whether Metro's safety plans included improving the functionality of older railcars. For example, enhancing the speaker systems would make announcements clear and audible. Additionally, Metro should announce the number of railcars and warn customers when there is a dead car on the line. This will inform customers that a particular rail car is not available for use. Mr. Evans stated that Metro is replacing its entire fleet of rail cars. Metro receives approximately sixteen 7000-series rail cars a month and will continue to do so until the entire fleet of older cars have been replaced. Metro will also be updating its capacity to operate the new cars (as 8-car trains) in the system. Mr. Evans stated that a lot of money is needed for the system; there is no alternative, it has to be done.

Will Schell stated that he appreciates Metro's focus on safety. He stated that accessibility should be included in that focus, so all customers, including those with disabilities, can use the system. Maintaining elevators, enhancing lighting, ensuring railcars are level on the platform would move more people with disabilities off the paratransit system onto the fixed route. Including accessibility in the safety plan would increase ridership because customers would feel more comfortable with the reliability of the system.

Mr. Schell also encouraged Metro to improve its customer service. Whether it is no announcement made while a train is sitting in a tunnel, or a customer at a fare vending machine trying to figure out how it works, Metro personnel need to be more visible in the system to help. Mr. Evans stated that the Board and staff have discussed those very same issues. Metro has prioritized the issues, and the most severe are being addressed through SafeTrack. Mr. Schell encouraged Metro not to wait too long to include accessibility on the list.

Brianne Burger emphasized the importance of access for the Deaf community. She stated that the Washington Metropolitan area has the highest concentration of people who are Deaf. The Deaf community is sorely underrepresented on the AAC and improving access would mean increasing representation on the Committee. Access would also mean increasing communication in areas where it counts to all customers such as in the tunnels. Ms. Burger suggested that Metro partner with companies to install cellular service in exchange for advertising in the system. This same method could also be used with lighting. Mr. Evans stated that at one time, cellular carriers would install the lines need to increase service in the system; however, that is no longer an option. Metro plans to install cellular service in the system itself and it will take some time but it will be done. There are some lighting and advertising companies interested in coming into our system and making enhancements that would make the stations more hospitable and brighter for customers.

Randall Pope concurred with Ms. Burger's comments about access to the disability community in particular the Deaf-Blind community. He stated that people who are in the Deaf-Blind community are the most difficult to reach. Mr. Pope stated that he is interested in the Deaf-Blind community (and all other disabilities) having more transportation options like the proposal with Uber and Lyft. These companies hire the Deaf community and provide a greater level of independence for people with disabilities.

Ed McEntee stated he is a resident of Fairfax County who is interested in the impact of the Silver Line on service in Virginia. There has been some discussion about increased capacity and whether the cost to do so is included in the upcoming budget. Mr. Evans stated this is known as the Rosslyn bottleneck. Currently, there are two ways to get into Virginia from D.C., and both handle approximately 26 trains per hour. To increase capacity, Metro needs another tunnel to maintain the capacity to get the trains

into the city. Mr. Evans stated the estimate for this cost is \$3.5B and this will need to be considered for the future. Additionally, the tunnel on the Red Line between Cleveland Park and Medical Center has to be encased to prevent further water erosion. This is estimated to cost another \$1.5-2B. Mr. Evans reiterated his comments about Metro having to prioritize all the issues and commit to getting it done.

Marisa Laios stressed the importance of an accessible system. Although she is unable to ride the fixed route system because of her disability, she recognizes the importance for others who rely on the service for all their travel needs. With regard to the proposal to change the service hours on Metrorail, Ms. Laios stated that she too is leaning toward the system to be open for longer hours. Virginia is a long way to go when there is no transportation and you cannot afford a cab.

Steve Kaffen stated that he is a resident of D.C. living in the Dupont Circle area. He stated that Metro has a credibility problem. The outreach from the Board and the GM are extremely important in addressing this issue. To compensate for the possible change in service hours on the Metrorail, Mr. Kaffen suggested Metro run a heavy bus system throughout a major section of each jurisdiction in order to give customers ample transportation. Mr. Evans indicated that Metro has been working on such a proposal to run Metrobus everywhere there is a rail line. This will ensure that all customers are served.

Mr. Kaffen also expressed an interest in employee morale. During these challenging times at Metro employee frustration or satisfaction can affect customer service. Metro needs to demonstrate that employees are valued which will help change that culture. Mr. Evans stated that he has personally met with staff to discuss issues, listen to concerns, provide encouragement, and share that employees are appreciated. These are difficult times for everyone; however, Metro will be a better organization on the other side.

Mr. Evans expressed his appreciation for the dialogue with the AAC. He is sensitive to the issues facing customers, committed to making the system better, and will remain on the job until it is done. It is important that the system has ample lighting and elevators work for all customers including those with disabilities. Mr. Evans encourages everyone to attend the upcoming public hearings on proposed changes to the rail service hours. Metro's Board of Directors needs to hear from the community. Metro and the community have to invest in public transportation.

With a round of applause, the AAC thanked Mr. Evans for attending the meeting and listening to the concerns of the disability community. Mr. Sheehan stated that Metro could count on the AAC's support through these difficult times.

Mr. Evans expressed an interest in whether other members of the Board had attended any of the AAC meetings. Mr. Sheehan stated that Board member Carol Carmody

attended a meeting. Mr. Evans stated that he will continue to promote the importance of connecting with the community.

COMMUNICATION WITH CUSTOMERS WHO ARE DEAF/HARD OF HEARING

Jim Hughes, Managing Director, Office of Rail Transportation (RTRA) provided an update on communication with the Deaf and Hard-of-hearing customers traveling in the system. The AAC has recommended whiteboards, a cost effective low-tech option as a way to communicate effectively. Currently, when there is an emergency in the system, Metro makes overhead announcements and at some stations, personnel stand on the platform to provide customers directions in an emergency. Metro also shares information via eAlerts and posts on the Passenger Information Display System (PIDS) and the Kiosk Information Display System (KIDS); however that information is not instantly obtainable. All these forms of communication put the community of Deaf and Hard-of-hearing customers at a disadvantage.

To better understand the AAC recommendation and to find a solution and path to implementation, RTRA met with some members of the AAC. Mr. Hughes stated to facilitate communication via the whiteboard, Metro will have pre-printed alert messages that station managers can post during an emergency to communicate with customers. The list of six pre-printed messages will be standard and are as follows:

1. Service Alert – See PIDS for service details.
2. Service Alert – Train Delays: Expect delays in both directions, please wait for the next available train.
3. Service Alert – Single Tracking: Trains are not arriving on this track, move to the opposite platform to board next available train.
4. Service Alert – Single Tracking: Trains are not arriving on this track, move to the opposite side of the platform to board next available train.
5. Service Alert – Emergency: station is closing, please evacuate the station immediately. Follow directions of on-scene Metro personnel.
6. Metro Alert – Service Disruption: No rail service between _____ & _____. Board shuttle at _____.

Mr. Pope emphasized the need for the alert message to have bold lettering and the importance of contrast to allow customers with low vision to view the information. He stated that there are some Hard-of-hearing foreign language speakers that use the system. The 'Get Around Town' tear-off should be offered in multiple languages.

Ms. Ray suggested that the alert message should use more descriptive directions, such as outbound, inbound or cardinal directions instead of advising customers to take the train on the opposite side. This would make the information easier to understand. Additionally, Ms. Ray agreed with Mr. Pope's comments about the need for the alert messages to have contrast. She suggested that a large print format for the lettering.

Another tool Metro will use to improve communication between customers and Station Managers will be the 'Get Around Town' tear-off. Mr. Hughes stated that Station Managers already have this tool at their disposal. RTRA is recommending enhancing this piece of communication by adding symbols and a system map. This will allow customers to select from a list of symbols to communicate with the Station Manager. The form is a tear-off sheet so customers can take the form with them and refer back to the directions (if needed). RTRA will send out a notice to remind all Station Managers to use the form. When the customer requires detailed communication, Station Managers will also have access to an 8-inch x 11-inch size whiteboard to communicate one-on-one with the customer.

Ms. Burger stated that she was pleased that there has been some movement on this issue. She indicated that the greatest need for communication with Deaf and hard-of-hearing customers is at the platform level. The lack of communication during an emergency in the system places customers who are Deaf and hard-of-hearing at a disadvantage. Mr. Hughes stated that Metro's Department of Engineering is providing assistance on how best to implement whiteboards on the platform. Training on this new procedure was also discussed. RTRA is also collaborating with the Department of Bus Transportation on this issue. This would address the issue of communication when Metro is providing shuttle services due to an emergency in the Metrorail system. Mr. Hughes stated that after the report from the engineers, he will return to provide an update on implementing the whiteboards on the platforms. Ms. Burger stated that she looks forward to the updates and implementation of these new communication tools.

Mr. Haile expressed an interest in the reason the PIDS or the KIDS could not be used to display the alert messages. Mr. Hughes stated that the PIDS on the platform or older model and have limited capabilities. The KIDS can address the issue, but the information is delayed. The goal of this initiative is to better communicate with customers when an incident happens at the platform level. These tools will work in conjunction with existing means of communication to customers.

Mr. Sheehan thanked RTRA for the update. The AAC stated that they look forward to the implementation of this new communication tool in the system.

BUS/RAIL SUBCOMMITTEE REPORT

The Bus and Rail Subcommittee (BRS) discussed a pilot program to offer Wi-Fi in some rail stations. The pilot will be available at Union Station, Judiciary Square, Gallery Place, Metro Center, Archives, and L'Enfant Plaza and will operate as a shared service, similar to Wi-Fi service offered in a neighborhood coffee shop. Although the AAC likes the idea of adding Wi-Fi in the system, the AAC stressed the importance of adding the service in the tunnels so customers can have service between stations. This is where customers have the most challenges. The AAC recommends that Metro partner with cellular companies to provide this connectivity. With this type of service, Metro could offer real-

time feedback to customers and add value to the customer experience and increase ridership.

The BRS also received an update on the dual barrier detectability test on the 7000-series railcars and discussed appointments for the Vice-chair positions.

METROACCESS SUBCOMMITTEE REPORT

The MetroAccess Subcommittee received a demonstration of the Vehicle Pre-Trip Inspection procedures. The demonstration emphasizes the importance of safety, highlighted safety features and the steps each MetroAccess Operator takes prior to placing a MetroAccess vehicle in service. The MAS also received a presentation on DriveCam system. This camera system is monitored by the service delivery contractors to provide incident investigation, evidence, as well as coaching tools for operator training.

Additionally, the Subcommittee had a brief discussion on the Abilities-Ride proposal.

AAC ADMINISTRATIVE DISCUSSION

B. Moore Gwynn, AAC Coordinator, announced that the nomination period for the 2016 Richard W. Hedding Accessible Transportation Award will be open until October 31, 2016. The Accessible Transportation Award is in honor of the AAC's first chairperson who led the cause of Metrorail accessibility. The award honoree will be recognized at Metro's Accessibility Excellence Awards on November 16, 2016. Self-nominations are not permitted.

Metro's Public Hearing on the proposed change to Metrorail operating hours is scheduled for Thursday, October 20, 2016 at Metro Headquarters. Customers can attend the Open House anytime between 12:00PM and 9:00PM, and the Public Hearing anytime from 12:30PM to 10:00PM.

Members were also reminded about Metro Data Day scheduled for Saturday, October 15, 2016 from 10:00AM to 5:30PM. Mr. Sheehan encouraged members to sign up and attend.

ADJOURNMENT:

The meeting adjourned at 7:50 PM.



Accessibility Advisory Committee

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STATUS OF FY 2016 COMMITTEE RECOMMENDATIONS AND ACTIONS

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
Info – 06	Age-Friendly DC Task Force (Update)	12/5/16	AAC	Update (Follow-up discussion after event - November 2013).	
Info – 19	A discussion with Metro’s GM	1/3/17	AAC	Presenter: Paul J. Wiedefeld	
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 - FY 2016 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 th 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 - FY 2016 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 - FY 2016 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

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