



Accessibility Advisory Committee

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

Meeting Minutes: December 3, 2012

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

ATTENDEES, REVIEW OF AGENDA, AND APPROVAL OF MINUTES

Present: Patrick Sheehan (Chair), Dr. Tapan Banerjee (2nd Vice-Chair), Kristen Barry, Carolyn Bellamy, Debbie Brown, Darrell Drake, Regina Lee, Marilyn Lutter, Brian Miller, Mary Jane Owen, Doris Ray, Denise Rush, Paul Semelfort, and Dr. William Staderman.

Not Present: Georges Aguehoude, Elver Ariza-Silva, Robert Brown, Susan Holland, Chanelle Houston, Jessica Hunt, and Dr. Phil Posner (Vice-Chair).

The December 3, 2012 meeting agenda was approved.

The Chairman's Report to the Metro Board, dated December 3, 2012, was approved. Ms. Ray stated that the Report should reflect the public process and be fully accessible.

The November 5, 2012 meeting minutes were approved as amended.

PUBLIC COMMENT PERIOD

There was a comment about the need for increased lighting and signage in Metrorail stations, particularly near elevators. The comment included a concern that lights are not being replaced in a timely manner, for example a Cleveland Park light was reported out on October 9th. On Veterans' Day the bulb was still out, and as of November 30th the light was still out. The comment also included a concern over the number of stations lacking signage that direct customers to elevators. Chair Sheehan stated that the AAC's Station Lighting Work Group has been working on the issue of improved lighting, in partnership with local disability groups. He added that the AAC has previously presented this issue to Metro's Board and will likely submit a formal recommendation during the Board's December meeting, pending a report later during this meeting.

A written copy of a comment made during the November 2012 MetroAccess Subcommittee (MAS) meeting, regarding MetroAccess Door-to-Door policy, was submitted to the full AAC for the record.

METROACCESS PERFORMANCE STANDARDS for the NEW CONTRACT

Dan O'Reilly, Director, MetroAccess, discussed the performance standards included in the request for proposals (RFP) for Metro's new paratransit contract. He stated that the MetroAccess performance standards were developed through customer comments, surveys, focus groups, town hall meetings, and industry best practices. The standards comprise of safety, on-time performance, customer service, and productivity. He added that there are incentive and disincentive elements associated with each performance standard. Superior service will be rewarded, while inferior service will be penalized, and with penalties increasing if service is not improved.

Safety and good customer service are measures that are paramount in the new paratransit contract. On-time performance, service delivery, communication, quality assurance, and complaints are also very important performance standards. All performance measures will be assessed on a monthly basis, with many being evaluated as independent functions. Mr. O'Reilly stated that good communication is very important. Customers need to be kept up-to-date on the service, and responses to their concerns/issues need to be processed on a timely basis. Mr. O'Reilly added that service delivery providers must communicate and operate as a cohesive team to deliver on Metro's standards of providing safe, reliable, and quality service.

The AAC expressed an interest in driver communication with deaf-blind customers. Currently, drivers lack basic sign language communication skills needed to more easily converse with deaf-blind customers. Mr. O'Reilly stated that he would follow-up on addressing communication with the deaf-blind community in the sensitivity awareness training all MetroAccess drivers must complete. Christian Kent, AGM, Access Services, requested that the AAC provide guidance on the type of information and resources to incorporate into a basic sign language training for MetroAccess drivers. Upon motion, the AAC voted to recommend that basic sign language training be added to the MetroAccess Driver Sensitivity training course.

BRS STATION LIGHTING WORK GROUP (RECOMMENDATION)

Ms. Lutter, Chair, Bus and Rail Subcommittee (BRS) Station Lighting Work Group, presented the Work Group's recommendations for improved lighting in Metrorail stations. She stated that the Work Group identified a numbers of areas in the system where improved lighting was in great need. Metro staff provided general construction cost estimates, which amounted to nearly \$25 million dollars, for the three tiers of prioritized stations and 6 prioritized areas of improvements. Chair Lutter stated that the cost estimates are just the initial investment, and reminded all that improved lighting requires a long-term commitment from Metro. Additionally, the Work Group recommended that Metro clears the back log of maintenance issues related to lighting and establish a policy for addressing any future maintenance issues.

Chair Lutter expressed her sincere appreciation to the following organizations for their work in the process of assessing the lighting conditions in Metro's system: National Capital Citizens for Low Vision, Columbia Lighthouse for the Blind, and the Vietnam Veterans of America. Chair Lutter also applauded Metro for its Station Lighting Improvement Program, and she encouraged members to go out and view the noticeable lighting improvements at the Judiciary Square Metrorail station, which is the first station addressed under the Program.

Upon motion, the AAC unanimously approved the BRS Station Lighting Work Group's lighting recommendations. The AAC will present the Work Group's recommendations to Metro's Board of Directors during their December 2012 meeting.

BUS/RAIL SUBCOMMITTEE REPORT

The BRS completed its discussion series on Regional Bus Stop Accessibility with presentations from the transportation departments of the City of Alexandria, Fairfax County, and the District of Columbia. Debbie Brown, Vice-Chair, BRS, stated that the BRS will analyze the information and provide recommendations to the full AAC.

The BRS congratulated the BRS Station Lighting Work Group for its efforts to improve lighting in the Metrorail system. Vice-Chair Brown stated that lighting is a safety issue that affects all riders, not just those with disabilities.

METROACCESS SUBCOMMITTEE REPORT

The MAS discussed the transition process to the new paratransit contract and voted to spend the next full meeting exploring the topic. Paul Semelfort, Chair, MAS, discussed some challenges experienced during the previous transition. Mr. Kent stated that Metro has made a concerted effort to ensure that a smooth transition to the new contractors is accomplished. The Customer Service Task Force has developed a brochure on the role of the MetroAccess Service and its drivers. The final draft will be available in March 2013.

The MAS discussed a budget year report from the Finance Committee of Metro's Board.

Dr. B. Moore Gwynn discussed the work plan of the MAS and recommended that the MAS take the next several meetings to discuss the transition of the new paratransit contract. Chair Semelfort and Vice-Chair Rush agreed indicating that members as well as the public would appreciate a thorough discussion the topic.

New Business

No new business was introduced.

Meeting adjourned:

The meeting adjourned at 7:45 p.m.



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STATUS OF FY 2013 COMMITTEE RECOMMENDATIONS AND ACTIONS

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
Info - 11	Metrorail Station Lighting	1/7/13	AAC	Presentation by A. Robert Troup, AGM, TIES	
Info - 12	Chairman's Address State of the Committee	1/7/13	AAC	Patrick Sheehan	

FY13 COMPLETED STATUS OF RECOMMENDATIONS AND ACTIONS

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
Action - 1	AAC Officer Elections	7/2/12	AAC	The election results are - Mr. Patrick Sheehan, Chair, Dr. Phil Posner, 1 st Vice-Chair, and Dr. Tapan Banerjee was voted as 2 nd Vice-Chair of the AAC	8/6/12
Info - 4	Community Partnerships (MV Transportation and Columbia Lighthouse for the Blind)	8/6/12	AAC	Presentation by Morgan Ortagus MV Transportation	8/6/12
Info -2	AAC Administrative Process (Update)	7/2/12	AAC	Completed Follow up from 6/4/12 Meeting	7/2/12
Info -3	Customer Surveys (Update) MetroAccess Customer Satisfaction and MetroAccess Knowledge and Usage Study	7/2/12	AAC	Completed Presentation by Alison Simon Follow up from 4/2/12 meeting	7/2/12
Info -1	MetroAccess Fare Calculator (Update)	7/2/12	AAC	Presentation by Dan O'Reilly on 7/2/12 and 8/6/12. Referred back to MAS	9/4/12
Action - 2	AAC Appointment	8/6/12	AAC	MetroAccess Subcommittee Vice-Chair	9/4/12
Info - 5	Rail Service Criteria	9/4/12	AAC	A request for feedback by the October 2012 for the Metro's Board. Presentation by Andrea Burnside, Chief Performance Officer	9/4/12
Action - 3	BRS Subcommittee Work Plan	10/1/12	BRS	AAC Approved	10/1/12
Action - 4	MAS Subcommittee Work Plan	10/1/12	MACS	AAC Approved	10/1/12

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
Info - 6	AAC MetroAccess Travel Costs	8/6/12	AAC	Completed Committee supports survey of AAC members, to provide Metro staff with information need for recommendation.	11/5/12
Info - 7	Customer Guide to Metrobus and Metrorail	10/1/12	BRS	All AAC members will review draft, and provide feedback to ADAP by 11/5/12 and final document on December 2012. Item referred back to Subcommittee.	11/5/12
Info - 8	Strategic Plan	11/5/12	AAC	Completed Presentation by Andrea Burnside, Chief Performance Officer	11/5/12
Info - 9	APTA Innovation Award	11/5/12	AAC	Metro receives award for Travel Training Program	11/5/12
Info - 10	MetroAccess Performance Standards in New Contract	12/3/12	MAS	Presentation by Dan O'Reilly, MACS	12/3/12
Action - 5	BRS Station Lighting Work Group	12/12/11	BRS	Recommendations for approval to the Board	12/3/12