



Accessibility Advisory Committee

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

Meeting Minutes: February 4, 2013

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

ATTENDEES

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

Not Present: Georges Aguehounde, Debbie Brown, Susan Holland, and Jessica Hunt.

REVIEW OF AGENDA, AND APPROVAL OF MINUTES

The February 4, 2013 meeting agenda was approved.

The Chairman's Report to the Metro Board, dated February 4, 2013, was approved.

The January 7, 2013 meeting minutes were approved.

PUBLIC COMMENT PERIOD

There were no comments from the public.

AAC LEADERSHIP MEETING WITH METRO'S BOARD

Chair Sheehan reported that beginning in February 2013 the AAC leadership would meet with the leadership of Metro's Board of Directors on a quarterly basis. These meetings aim to further the AAC's engagement with the Board and gain insight on the Board's expectations for the AAC. The AAC applauded the opportunity for its leadership to have a more closer relationship with Metro's Board.

AAC members recommended the following topics for discussion with the Board:

1. Access Standards (Lighting and Bumpy Domes)
2. Bus Stop Enhancements and Improvements by Jurisdictions
3. Communication (Metro's New Projects and Designs)
4. Federal and State Financial Contributions (Sequestration)
5. MetroAccess Fare Policy
6. MetroAccess Ridership and Cost
7. Momentum (Long-range Planning and Goals for Accessibility)

Christian T. Kent, AGM, Department of Access Services, reported that Metro staff has anticipated the possibility of sequestration, and has worked to prepare Metro for it even though a lot of information about this appropriation plan is still unknown. The Board's Finance Committee has been briefed on the possible impacts of sequestration on Metro services.

The AAC requested that Metro's Board provide a list of issues they would like the AAC to address. Dr. Phil Posner reported that he plans to invite members of the Board leadership to an upcoming AAC meeting in order to address the full AAC. Many members agreed that this would be helpful. Upon motion, the AAC recommended that the AAC provide a package of information to the Board. The package shall include a list of 2012 accomplishments that highlight areas that compliment the policy work Metro's Board; the AAC's subcommittees' current work plans; the AAC's subcommittees' proposed work plan for 2014 year; and a list of any AAC unfinished business.

AAC Recruitment 2013

Dr. B. Moore Gwynn, AAC Coordinator, discussed the AAC recruitment process for new members. She stated that the AAC is recruiting volunteers with disabilities and senior citizens for existing vacancies from the District of Columbia, Prince George's County, Montgomery County, Fairfax County, Arlington County, and City of Alexandria to serve on the AAC. To qualify, volunteers must be regular riders of Metrobus, Metrorail, or MetroAccess, and not be an elected official or a Metro employee.

The AAC consists of 18 jurisdictional-representative members, two members from the Access for All Committee, and an ex-officio member representing the Equal Rights Center. Members serve for three-year terms, and Metro's Board appoints all members. AAC members interested in renewing their membership must re-apply. Metro retains all applications received from individuals interested in serving on the AAC for two years from the date submitted.

BUS/RAIL SUBCOMMITTEE REPORT

The Bus/Rail Subcommittee (BRS) received an update on the Customer Guide for Metrobus and Metrorail for People with Disabilities and Senior Citizens. The Guide is available in PDF and text-only Word formats, and it is on Metro's website under the Accessibility tab. Audio and hyperlinks will be added to the online version to make the Guide more accessible and user friendly. Printed versions will be available in English and Spanish.

The BRS discussed the process for recognizing Metro staff members who provide outstanding service to customers with disabilities and senior citizens. The BRS unanimously recommended that a mechanism be developed by which the AAC can recognize Metro employees who provide outstanding service to customers, especially those with disabilities. The BRS discussed its 2014 work plan and identified several areas of interest to improve accessibility and services of the Metrorail system. The BRS also discussed progress being made on the installation of bumpy tiles and added resources for improved lighting in the Metrorail stations.

METROACCESS SUBCOMMITTEE REPORT

The MetroAccess Subcommittee (MAS) continued its discussion on the transition to the new paratransit contract. A primary goal of these efforts is to ensure a seamless transition of service during the turnover to the new contract. Throughout the transition process, and with the new contract, Trapeze scheduling software will continue to be utilized for MetroAccess service, which ensures that all customer information is retained. The MAS will provide recommendations on informing the public about the contract transition.

Dan O'Reilly further described the new business model and the communication plan. The MAS will continue to use a portion of its meetings to discuss the transition to the new paratransit contract and implementation of a communications plan for customers.

New Business

Mr. Kent briefly provided an update on the new paratransit contract and stated no aspect of the contract has been awarded. He stated that in preparation for the new paratransit model Metro is recruiting for additional MetroAccess positions, and introduced Omari June as the new Director of the Office of MetroAccess Service. He added that Mr. O'Reilly will now lead all initiatives related to the Trapeze scheduling software, including the Fare Calculator and contract transition. Upon motion, the AAC thanked Mr. Kent for his vision and forethought of the needs of MetroAccess Services. Upon motion, the AAC thanked Mr. O'Reilly for his commitment and work with MetroAccess.

Mary Jane Owen inquired about GPS systems in MetroAccess vehicles and drivers' knowledge of routes. Mr. O'Reilly stated that the Ranger unit aboard MetroAccess vehicles uses a mapping system and drivers have the option to use the system or follow a known route. In response to a question about advising MetroAccess drivers about traffic jams on the road, Mr. June stated that Metro does communicate traffic tie-ups to drivers and customers through the Interactive Voice Response. A more comprehensive plan to communicate this type of information is being developed. Denise Rush expressed an interest in supporting MetroAccess drivers by advocating for increased salaries and the assignment of appropriate schedules. G. Robert Brown expressed an interest in MetroAccess no-strand policy. Mr. June reported that Metro has a no-strand policy and includes "no shows" if it is a second trip on MetroAccess for that day. This policy was thoroughly discussed at the AAC and MAS levels. Many members praised the safety, on-time service, and politeness of service of MetroAccess. Chair Sheehan requested a response to the privacy concerns that have been raised regarding the reservationist script. Mr. June reported that some customers have challenges with verifying their address when requested, so this approach allows Metro staff to confirm this information as well as reduce the talk time with customers. Metro is working on a comprehensive plan to address this issue.

Chanelle Houston asked if the interior signage presentation occurring at February 11, 2013 BRS meeting will also include a discussion about exterior signage. Christian Blake,

Acting Director, ADA Policy Planning (ADAP), reported the presentation will deal only with interior signage, but added that Carol Lopez, ADAP Accessibility Design Review Manager, is working on an exterior signage project and she will present an update to the BRS at a later date. In response to a question about the new process to receive meeting materials, Dr. B. Moore Gwynn reported that all documents will be available on-line to view and download.

Meeting adjourned:

The meeting adjourned at 7:28 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 - 15	MetroAccess New Contract	3/4/13	AAC		
Action - 7	Subcommittee Chair Appointment	3/4/13	AAC		
Action - 6	Customer Service Task Force	6/18/2012	MAS		
Info - 17	Wayfinding Mobility and Maps for All Program	4/1/13	AAC	Presentation by Columbia Lighthouse for the Blind	

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 - 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/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
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
Info - 11	Metrorail Station Lighting	1/7/13	AAC	Completed Presentation by A. Robert Troup, AGM, TIES	1/7/13
Info - 12	Chairman's Address State of the Committee	1/7/13	AAC	Patrick Sheehan	1/7/13
Info - 13	AAC Recruitment 2013	2/4/13	AAC	Dr. B. Moore Gwynn	2/4/13
Info - 14	AAC Leadership Meeting Metro Board	2/4/13	AAC	Patrick Sheehan	2/4/13