



## Accessibility Advisory Committee

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

### **Meeting Minutes: January 7, 2013**

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. Phil Posner (Vice-Chair), Dr. Tapan Banerjee (2<sup>nd</sup> Vice-Chair), Georges Aguehounde, Carolyn Bellamy, Debbie Brown, Chanelle Houston, Regina Lee, Brian Miller, Marilyn Lutter, Doris Ray, Denise Rush, Paul Semelfort, and Dr. William Staderman

Not Present: Elver Ariza-Silva, Kristen Barry, Robert Brown, Darrell Drake, Susan Holland, Jessica Hunt, and Mary Jane Owen

The January 7, 2013 meeting agenda was approved.

The Chairman's Report to the Metro Board, dated January 7, 2013, was approved as amended.

The December 3, 2012 meeting minutes were approved.

#### **PUBLIC COMMENT PERIOD**

A comment was made about AAC efforts to amend the MetroAccess Door-to-Door policy. In response to the comment Carolyn Bellamy, Chair, MetroAccess Customer Service Task Force, stated that the Task Force is reviewing the policy simply to clarify it and eliminate confusion. There is no intent to change the policy.

Ms. Bellamy added that many customers have different interpretations of the Door-to-Door policy, and one of the Task Force's goals is to provide recommendations on how the intent of the policy can be better articulated and accomplished. Once the Task Force has agreed on recommendations, they will submit the recommendations to the MetroAccess Subcommittee (MAS) for further discussion. Final recommendations will be forwarded to the AAC for a vote.

To avoid further confusion about the efforts of the Task Force, Ms. Bellamy issued an open invitation for upcoming Task Force meetings so that everyone can hear the discussions directly. She stated that Task Force meetings are open to all AAC members and to members of the public. However, only AAC members are allowed to provide comments during Task Force meetings.

## **METRO RAIL STATION LIGHTING**

Robert Troup, Assistant General Manager, Transit Infrastructure and Engineering Service (TIES), discussed lighting initiatives in the Metrorail system. Mr. Troup thanked the AAC for its thorough assessment of lighting in station throughout the system. He stated that the information was timely and useful in assisting Metro with its current lighting initiatives. Mr. Troup stated that Metro's Station Enhancement Project and its Capital Improvements Plan (CIP) both include lighting improvements. TIES is reviewing stations to build upon the AAC's station lighting assessment.

Mr. Troup reported on some of the lighting improvements currently underway at Metro including LED fluorescent lighting on the 6000 railcars. Current plans call for the use of this type of lighting in the new 7000 series railcars as well. Metro is also improving lighting along platforms and on track beds, and will soon be making improvements in mezzanines. These improvements are part of a station-by-station lighting improvement effort. The first station addressed as part of this improvement effort was Judiciary Square. The Bethesda station will be the next station in this effort.

The AAC expressed an interest in lighting near escalators and elevators. Mr. Troup stated that Metro will soon begin installing lighting above escalators and LED lighting in escalator stair treads. These improvements will take place during the rehabilitation and replacement of escalators. Dr. Posner applauded Metro for its improvements in lighting at the Capital South Metro station. He also expressed an interest in the reason elevators are painted dark brown with brown buttons, adding that such colors are not reflective, which makes it difficult for individuals with low vision to see the buttons. Dr. Posner asked if all elevators could be painted silver or gray. Mr. Troup stated that TIES is reviewing different options to contrast the colors in the elevator system. The AAC asked why Metro began the lighting improvement effort at Judiciary Square and Bethesda. Mr. Troup stated that it is less costly to make the needed improvements at these two stations as compared to other stations because both have good cable capacity. The AAC asked why was the color red chosen as the color for platform warning lights. Metro initially viewed the color red as a known symbol or indicator for stopping.

Mr. Troup stated that maintenance of existing lighting is just as important as the installation of new lighting. He added that issues of safety due to low lighting are the first priorities for repairs. With a deployment of two teams (low-voltage technicians and revamping crews) Metro is clearing the backlog of maintenance issues related to lighting in the system. Additionally, Metro has hired additional power technicians, which allows for the completion of station lighting repairs in a more timely fashion. Marilyn Lutter, Chair, BRS Station Lighting Group, stated that she appreciates the responsiveness from Metro on lighting in the Metrorail system. In response to a question about the timeframe for the completion of all lighting maintenance issues in the system Mr. Troup stated that TIES is on a steady maintenance cycle to address all outages.

Mr. Troup stated that Metro has a \$1 billion CIP program. These funds are used toward infrastructure, right-of-way improvements, railcars, and deferred maintenance. Additionally, CIP funds are used to address recommendations of the National Transportation Safety Board. To ensure CIP funds are used wisely the CIP is prioritized and balanced with Metro's strategic goals. Mr. Troup stated that improving lighting in the system is a long-term initiative that Metro will continue to address fervently. Chair Sheehan stated that the BRS Station Lighting Work Group will continue to identify lighting concerns in the rail stations.

### **AAC State of the Committee Address**

Chair Sheehan discussed the direction of the AAC for the new year. He stated that over the past year the AAC was able to advise Metro's Board of Directors on issues affecting all customers, not just customers with disabilities. He applauded AAC members for all their hard work. He announced that beginning in February 2013, the AAC leadership team will begin having quarterly meetings with the leadership of Metro's Board. Chair Sheehan stated that the AAC will use the quarterly meetings as a mechanism to further its work plan.

Chair Sheehan added that the AAC is here to serve, thus it is important for AAC members to not only attend all of the meetings, but fully participate in them as well. To ensure meetings operate more efficiently the AAC and its subcommittees will use a two-minute rule on comments, questions, and responses for all members. This is the same process used during public comment periods. Chair Sheehan stated that the timer will be used to keep members on track.

### **BUS/RAIL SUBCOMMITTEE REPORT**

The Bus/Rail Subcommittee (BRS) received an update on Metro's bus stop improvement efforts and Metro's bus stop signage initiative. Currently, Metro has replaced 1,500 bus stop flags at stops throughout the region. The new signage feature larger lettering for greater visibility, Metro's customer information number, Metro's website address, NextBus Identification numbers in Braille, and raised lettering in reflective material for better viewing. In the spring of 2013, Metro will install NextBus Information digital display signs at bus shelters around the region. The digital display signs will have an audio component that will announce real-time next bus information at Metrorail stations. This feature will also announce the relocation of bus stops, detours, and any other services announcement.

The BRS was also provided an update on the New Freedom Grant. Metro is working with each jurisdiction to complete the improvement selection process. A total of 50 stops will be improved through the New Freedom Grant.

## **METROACCESS SUBCOMMITTEE REPORT**

The MAS discussed the transition process to the new paratransit contract. Dan O'Reilly, Director, MetroAccess, described the new business model, delineating the difference between Metro's current paratransit service and the new model. Mr. O'Reilly also discussed the communication plan for disseminating information to MetroAccess customers and indicated that the new model requires greater collaboration between reservationists, dispatchers, and service delivery. The MAS will use the next several meetings to discuss the transition of the new paratransit contract, and implementation of a communications plan for customers.

### **New Business**

Christian Kent, AGM, Access Services, briefly discussed Metro's plan for service on Inauguration Day, Monday, January 21, 2013. Metrorail will operate from 4:00 a.m. until 2:00 a.m., the next morning with no Rush Plus service. Metrobus will operate on a weekday schedule with rush hour services in the morning and early afternoon. MetroAccess service will operate service that is identical to the hours of Metrorail and Metrobus. Mr. Kent stated that road closures will impact the areas where service can be safely delivered.

### **Meeting adjourned:**

The meeting adjourned at 7:32 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 - 13	AAC Recruitment 2013	2/4/13	AAC		
Info - 14	AAC Leadership Meeting with the Board	2/4/13	AAC		
Info - 15	Metro's Strategic Plan (Update)	3/4/13	AAC	Presentation by Andrea Burnside	
Info - 16	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**

<b>Info/Action Item Number</b>	<b>Description</b>	<b>Date Initiated</b>	<b>Originating Group</b>	<b>Status</b>	<b>Completion Date</b>
Action - 1	AAC Officer Elections	7/2/12	AAC	The election results are - Mr. Patrick Sheehan, Chair, Dr. Phil Posner, 1 <sup>st</sup> Vice-Chair, and Dr. Tapan Banerjee was voted as 2 <sup>nd</sup> 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