



## Accessibility Advisory Committee

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

### **Meeting Minutes: June 3, 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), Elver Ariza-Silva, Carolyn Bellamy, Debbie Brown, Darrell Drake, Regina Lee, Marilyn Lutter, Brian Miller, Mary Jane Owen, Doris Ray, Denise Rush, and Paul Semelfort.

Not Present: Dr. Tapan Banerjee (2<sup>nd</sup> Vice-Chair), Georges Aguehoude, Kristen Barry, Robert Brown, Susan Holland, Chanelle Houston, Jessica Hunt, and Dr. William Staderman.

#### **REVIEW OF AGENDA, AND APPROVAL OF MINUTES**

The June 3, 2013 meeting agenda was approved.

The Chairman's Report to the Metro Board, dated June 3, 2013, was approved as amended.

The May 6, 2013 meeting minutes were approved as amended.

#### **PUBLIC COMMENT PERIOD**

Persons in attendance offered no comments.

#### **FARE GATE EQUIPMENT TOUR**

At the request of Metro's New Electronic Payment Program (NEPP) office, the AAC was invited on a field visit inside of Metro Headquarters with Metro staff to survey proposed Metrorail fare gate equipment. Terri Anomnachi, Project Manager, NEPP, stated that Metro is currently in the procurement process for the next generation of fare collection equipment. The eventual fare gate equipment procured under NEPP will be integrated with Metro's other business systems and be fully accessible.

The AAC expressed an interest in the ability of MetroAccess customers and their Personal Care Attendants (PCA) to pass through Metrorail station fare gates at the same time; currently a MetroAccess customer and their PCA must pass through the emergency swing gate on occasions that a Station Manager is not available. Christian Kent, AGM, Department of Access Services, stated that this option is not available with current MetroAccess fare media: however, with the completion of NEPP, this will likely be possible in the future. Ms. Anomnachi stated that Metro would take into consideration Metro's current fare policy as it develops and designs the new system.

Mary Jane Owen expressed her gratitude for the overview and fare gate tour. She stated that she would like Metro to be forward thinking in its approach to acquiring the new fare equipment. She added that turnstiles are too antiquated for such a prestigious transportation system like Metro. Several AAC members were in favor of the clamshell design. Several members also liked the idea of being able to use one fare card to allow multiple individuals to move through the fare gate at the same time. A member stated that this enhancement would be benefit families traveling together and when a customer is pushing a person in a wheelchair through the fare gates. Doris Ray reported that the clamshell design also works well for individuals who are blind or have low-vision.

Audio output on the fare gate equipment is another important feature that AAC members would like to see incorporated into any final design. Debbie Brown reported that she likes Metro's current fare gate equipment and hopes that the new equipment can look the same with some tweaks to the system. One such tweak would be for customers to be able to tell if they have entered into a fare gate in the wrong direction. This is helpful for individuals who are blind or have low-vision and cannot see the "No Entry" symbol. Upon motion, the AAC recommended that the audio output from the fare gate be programmed to provide substantive information such as the fare gate did not read the fare card; the customer entered the fare gate in the wrong direction; or that fare needs to be added to enter or exit. Only a small number of the AAC members liked the glass door design. Some suggested that the glass design presents a safety hazard for customers with service animals as well as in periods of pushing that occurs with large crowds during peak hours. Brian Miller stated the fare gate that remained opened was appealing because it allowed more customers to move through the fare gates quickly.

In response to a question about the fare gate review process being unstructured, Ms. Anomnachi stated that input from the community is very important and additional comments can be provide through the Metrorail Fare Gate Questionnaire being conducted by Metro's Office of Customer Research. Based on the feedback of the AAC and other focus groups, such as the Rider's Advisory Council (RAC), the NEPP team will develop a prototype that incorporates the suggestions received. Metro plans to test a prototype in production mode in approximately nine months. The AAC expressed an interest in being actively involved in the fare gate process because this is such a critical component to customers. Ms. Anomnachi reiterated the importance of their input and stated that there will be multiple opportunities for participation as NEPP proceeds in the development of the new fare gate equipment and system. The AAC requested that the questionnaire be forwarded electronically. Staff will forward the information to members in an electronic format.

### **METROACCESS TRIP HISTORY**

Frank Roth, Director, Eligibility Certification and Outreach, discussed how customers can now access their MetroAccess trip history on-line. In the past, customers interested in obtaining their trip history would have had to do so in writing or over the phone. The on-line process is very simple to use; has information displayed in an easy to read format; and can produce a printed copy of the summary.

Instructions will be forwarded to the AAC and listed on Metro's website. The AAC expressed an interest in whether the phone option to request a MetroAccess trip history would still be available. Mr. Roth stated that the phone option will still be available, but added that customers who make a request over the phone must provide written permission before any information can be released. When an AAC member asked how far back information can be accessed, Mr. Roth advised for two years. The AAC commended Metro for providing greater access to this information.

### **METROACCESS FARE CALCULATOR**

Dan O'Reilly, Project Controls Officer, MetroAccess, announced that the MetroAccess Fare Calculator is operational and in service. The AAC applauded Metro's efforts and praised staff for their hard work and foresight in making it possible for MetroAccess customers to incorporate trip cost in their travel planning in the same manner that Metrobus and Metrorail customers can. Mr. Kent stated that the MetroAccess Fare Calculator is the first of its kind in the nation.

The system will locate the lowest fare fifteen minutes before and after the requested pick-up time, searching each time point within the thirty-minute window, and it will automatically produce the lowest fare for that timeframe. This is important for customers to know, as they will not have to search for a time that produces the lowest fare, because the system will find the lowest fare for them. Allowing the system to do this will assist the reservationist and not overload the system. In response to a question about MetroAccess subscription trips, Mr. O'Reilly reported that the Fare Calculator works for subscription trips as well, and it is based on the time the customer has on file. Mr. O'Reilly reported that information about the MetroAccess Fare Calculator is on the IVR and the Internet. Upon motion, the AAC recommended that Metro communicate this new benefit to all customers.

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

The Bus and Rail Subcommittee (BRS) discussed priority seating on Metrobus and Metrorail. The review of the priority seating campaign was one of the action items from the AAC Leadership Quarterly meeting with the Executive Committee of Metro's Board of Directors. The new media campaign to increase priority seating awareness is scheduled to commence in June 2013. The BRS applauded Metro for its proactive approach to creating a culture of courtesy.

The BRS also discussed Silver Line service. The Silver Line, along with integrated bus service, will provide high quality, high capacity transit service along the Dulles Corridor to Reston. The integrated bus service plan is scheduled to be fully implemented by the end of calendar year 2013.

The BRS also discussed the New Electronic Payment Program and the launch of Metro's new mobile website designed smart phones. The website features the trip planner, next train, next bus, elevator status, alerts, and advisory announcements.

### **METROACCESS SUBCOMMITTEE REPORT**

The MetroAccess Subcommittee (MAS) discussed the MetroAccess Performance Report. The Performance Report provides statistical information on MetroAccess operational and ridership information. The report details information such as the percentage of customers who pay the base fare up to the maximum fare of \$7; and customers who are excluded from paying a fare such as PCA's, eligibility trips, riders under age five, WMATA employees, and late trip credits. Mr. Kent stated that this information was shared to illustrate the fare charged and paid by customers.

Dr. Posner, Chair, MetroAccess Fare Policy Work Group, reported that the group held a meeting, where they discussed the history of the work group; the impact of the current MetroAccess fare on the disability and senior community; the impact of the additional charge for using cash in the system; and the fiscal implication of the new paratransit contract.

### **ADJOURNMENT:**

The meeting adjourned at 8:14 p.m.



# Accessibility Advisory Committee

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

## STATUS OF FY 2014 COMMITTEE RECOMMENDATIONS AND ACTIONS

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
Info – 01	Quarterly Meeting with Board Executive Leadership (7/25/13)	7/1/13	AAC		
Info – 03	Metro's Title VI Program	7/1/13	AAC		
Info – 04	PIDS at Mini-Mezzanine	7/1/13	AAC		
Info – 02	Program Access	8/5/13	AAC		

**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
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
Info - 15	MetroAccess New Contract	3/4/13	AAC	Completed	3/4/13
Action - 7	Subcommittee Chair Appointment	3/4/13	AAC	Completed	3/4/13
Action - 6	Customer Service Task Force	6/18/2012	MAS	Completed – Task Force Chair, Regina Lee. The "Need to Know MetroAccess Policy Brochures	3/4/13
Info - 17	Wayfinding Mobility and Maps for All Program	4/1/13	AAC	Presentation by Columbia Lighthouse for the Blind	4/1/13

<b>Info/Action Item Number</b>	<b>Description</b>	<b>Date Initiated</b>	<b>Originating Group</b>	<b>Status</b>	<b>Completion Date</b>
Info - 18	Quarterly Meeting Recommendation Review Metrorail evacuation Procedures to include the availability of informational literature that outlines the safety procedures	3/4/13	AAC	Completed - Moved to BRS	4/1/13
Info - 19	Quarterly Meeting Recommendation Study universal securement policy for Metrobus	3/4/13	AAC	Completed - Moved to BRS	4/1/13
Info - 20	Quarterly Meeting Recommendation Evaluate proposed lighting for the "station of the future"	3/4/13	AAC	Completed - Moved to BRS	4/1/13
Info - 21	Quarterly Meeting Recommendation Assist the Board in the development of a communication and messaging plan to the jurisdictions regarding funding for accessible bus stops,	3/4/13	AAC	Completed - Moved to BRS: Bus planning, directed form to discuss next steps with jurisdictions;	4/1/13
Info - 22	Quarterly Meeting Recommendation Priority seating campaign for Metrobus and Metrorail	3/4/13	AAC	Completed - Moved to BRS	4/1/13
Info - 23	Momentum – Metro’s Draft Strategic Plan	5/6/13	AAC	Completed – Shyam Kannan	5/6/13
Info – 24	MetroAccess Trip History	6/3/13	AAC	Frank Roth	6/3/13
Info – 25	MetroAccess Fare Calculator	5/20/13	MAS	Update	6/3/13
Info – 26	Open Payment System	5/13/13	BRS	NEPP – fare gate equipment tour	6/3/13