



Accessibility Advisory Committee

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

Meeting Minutes: May 6, 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, Debbie Brown, Robert Brown, Darrell Drake, Chanelle Houston, Regina Lee, Marilyn Lutter, Brian Miller, Mary Jane Owen, Doris Ray, Denise Rush, Paul Semelfort, and Dr. William Staderman.

Not Present: Georges Aguehoude, Kristen Barry, Carolyn Bellamy, Susan Holland, and Jessica Hunt.

REVIEW OF AGENDA, AND APPROVAL OF MINUTES

The May 6, 2013 meeting agenda was approved as amended.

The Chairman's Report to the Metro Board, dated May 6, 2013, was approved, as amended.

The April 1, 2013 meeting minutes were approved.

PUBLIC COMMENT PERIOD

Barbara Millville, President, National Capital Citizens with Low Vision (NCCLV), praised Metro for the lighting improvements at the Judiciary Square Metrorail station and expressed NCCLV's continued support to the AAC for improving lighting throughout the system. Dr. Posner stated that the Metro Board of Directors Finance Committee has included lighting improvements in their Capital Improvement Project budget.

BUMPY TILES (DETECTIBLE WARNING TILES)

Hitendra Patel, Director, Transit Infrastructure and Engineering Services (TIES), discussed Metro's plan to add bumpy tiles to the 18 stations that currently do not have them by December 2014. The remaining stations to receive bumpy tiles are Arlington Cemetery, Benning Road, Braddock Road, Capitol Heights, Clarendon, Cleveland Park, Deanwood, Eastern Market, Eisenhower Avenue, Forest Glenn, Grosvenor-Strathmore, Minnesota Ave, Potomac Avenue, Shaw-Howard University, Virginia Square, Waterfront, and West Hyattsville. Installations are currently underway at Deanwood, Eastern Market, and Potomac Avenue. The remaining installations will be completed in the proceeding next 20 months.

Mr. Patel stated that at the below ground stations, the bumpy tiles would be made of concrete. These new pavers are slip resistant, require little maintenance, and are easier to replace than the current 8-inch tiles. In response to a question about the color of the tiles, Mr. Patel stated that they are a shade of brown in color. At above ground stations Metro will install a different kind of ADA compliant bumpy tile; temporary, durable, slip resistant surface that requires little maintenance. In response to a question about the installation of the temporary tiles, Christian Kent, AGM, Department of Access Services (ACCS), reported that this approach provides a better solution for stations that require structural work prior to the installation of concrete bumpy tiles. At a later date, the temporary tiles will be replaced with the concrete. The AAC expressed an interest in updating the list of stations with bumpy tiles on the website.

Mr. Patel stated that the installation of bumpy domes is a standard for all new stations. Mr. Kent stated that the effort to install bumpy tiles at all the stations by the end of the calendar year 2014 is a collaborative effort of Metro staff led by Robert Troup, Deputy General Manager - Operations, that will create a consistent customer experience throughout the Metrorail system. The AAC also expressed an interest in the installation time per station. Mr. Patel reported that it takes approximately two to three months to complete the work on each platform, and added that several of the platforms require other maintenance and repairs before the installation of bumpy tiles can begin. Elver Ariza-Silva suggested that at stations where the elevator is close to the platform, such as Waterfront, the temporary platform be as even a possible so it does not create a barrier for customers who use mobility devices. Mr. Patel stated that he will follow-up with construction managers on this request.

MOMENTUM – DRAFT STRATEGIC PLAN

Shyam Kannan, Managing Director, Planning Administration, presented the AAC with information on Momentum, Metro's draft strategic plan. Mr. Kannan stated that Momentum is a strategic plan that defines the next generation of Metro. Metro is developing a multi-year capital rebuilding effort to bring the system into a state of good repair. Simultaneously, Metro must begin planning for expansion to help ensure the long-term competitiveness of the region and keep pace with demand from expected population growth.

Mr. Kannan stated that Metro is charting a new course, and the next generation of Metro seeks to meet the needs of all its stakeholders: customers, jurisdictions, businesses, and communities. The goals of the draft strategic plan include strategies that address Metro's Board goals and connect with the organization's business plan. In September 2012, Metro conducted outreach with regional stakeholders, and learned that these stakeholders recognize Metro as being critical to the region's future; want secure funding for Metro; support current rehabilitation efforts; would like to see a reduction in system crowding; and would like to be provided better customer information.

Momentum also demonstrates Metro's vision for the region over the next decade. This plan, which peers out to 2025, proposes that Metro be the region's one-stop shop for transit customers regardless of which mode or service provider is being used. The plan proposes that Metro will acquire additional train cars to operate all 8-car trains to move an additional 35,000 customers during peak periods. Metro will enhance select core stations to accommodate more customers and build new pedestrian connections between selected stations to provide better transfer options.

Mr. Kannan stated that Metro also has a 2040 plan, which is an extended proposal for the future of transit in the region. Metro's 2040 plan offers a conceptual approach to resolving the next generation of transit problems in the region. This proposal includes preparing for the growth of 1.6 million new people in the region; the promotion of regional connectivity; and the development of enhanced commuter rail networks that may cross jurisdictions.

Mr. Kent stated that Metro has a plan that demonstrates a "return on investment" to each of the jurisdictions. Momentum is inclusive because it includes transportation services to the disability community. Upon motion, the AAC commended Metro with the understanding that the AAC would continue to be involved in the development of the accessibility portions of Momentum.

BUS/RAIL SUBCOMMITTEE REPORT

The Bus/Rail Subcommittee (BRS) added five action items to its work plan, which were developed during the AAC's first quarterly meeting with Metro's Board Executive Committee. The BRS discussed evacuation procedures and reviewed the evacuation equipment. The BRS plans to discuss priority seating on Metrobus and Metrorail during its May 2013 meeting, and will schedule the other items accordingly and provide feedback to the AAC.

The BRS received an update on the Union Station Rehabilitation Project. Metro staff also informed the BRS that installation of granite edge and concrete pavers at all stations on the Red Line, from DuPont Circle to Silver Spring, has been completed, and that the repairs and maintenance at the Brookland, Fort Totten, and Silver Spring stations will be completed by the summer of 2013.

The BRS discussed the new process being used to disseminate the AAC's monthly meeting materials and the difficulty some members are having accessing the information. Staff will review the process for accessing materials and work with IT to extend time to access the materials on-line. NCCLV stated that they found deficiencies with lighting at the Largo Town Center station, will share its findings at the next BRS Station Lighting Work Group meeting, and reiterated its interest in increasing the font size of letters on interior elevator directional signage.

METROACCESS SUBCOMMITTEE REPORT

The MetroAccess Subcommittee (MAS) continued its discussion on the transition to the new paratransit contracts. The transition to the new contracts is occurring in phases. MTM has begun hiring staff for quality assurance, and will begin training its staff on policies and procedures. The transition of vehicle service delivery from MV Transportation to the incoming service providers is underway. The recruitment and training of new drivers is also underway, and staff is reviewing training material and attending training sessions to ensure that the training is held to Metro's standards and applied across the board. The transition will continue in phases through the month of June 2013. The MAS had the opportunity to ask questions of each project manager for the new service providers.

MAS discussed its work plan for fiscal year 2014 and added the following items to the work plan: advertising on MetroAccess vehicles to raise funds for MetroAccess, and updating of the MetroAccess Customer Guide. Upon motion, MAS recommended that a Task Force be convened to review current safety, security, and evaluation procedures for MetroAccess. Additionally, MAS discussed improvements to the MetroAccess e-alert system, which provides customers with a single dashboard to manage alerts for Metrobus, Metrorail, and MetroAccess. These improvements became available in April 2013.

MV Transportation provided an update on hiring customers with disabilities in the call center. MV currently employs eleven people with disabilities; eight from Columbia Lighthouse for the Blind (CLB), one of whom is a veteran. Omari June, Director, MetroAccess, announced the addition of Allison Anderson to the ACCS staff as the Operations Manager for the MetroAccess Operations Control Center.

NEW BUSINESS

The AAC discussed re-establishing the MetroAccess Fare Policy Work Group. Dr. Posner stated that Metro's Board about fares for its 2014 fiscal year budget, so this reconvening is necessary to prepare the AAC for its response to those discussions. The Work Group is tentatively scheduled to meet on May 20, 2013.

Doris Ray expressed an interest in an accessible location of AAC-related field trips. She stated that all members should be afforded the same opportunity to participate in field trips. Mary Jane Owen reported that a motion had been made to that effect, and inaccessible field trips are a disservice to the Board because members cannot sufficiently advise the Board. Dr. Banerjee stated that the AAC should table the issue to the June 2013 meeting.

ADJOURNMENT:

The meeting adjourned at 8:41 p.m.



Accessibility Advisory Committee

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

STATUS OF FY 2013 COMMITTEE RECOMMENDATIONS AND ACTIONS

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
Info – 24	MetroAccess Trip History	6/3/13	AAC	Frank Roth	
Info – 25	MetroAccess Fare Calculator	5/20/13	MAS	Update	
Info – 26	Open Payment System	5/13/13	BRS	NEPP – fare gate equipment tour	
Info – 27	Quarterly Meeting with Board Executive Leadership	6/3/13	AAC		

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
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	3/4/13

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
				Lee. The "Need to Know MetroAccess Policy Brochures	
Info - 17	Wayfinding Mobility and Maps for All Program	4/1/13	AAC	Presentation by Columbia Lighthouse for the Blind	4/1/13
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	
Info - 19	Quarterly Meeting Recommendation Study universal securement policy for Metrobus	3/4/13	AAC	Completed - Moved to BRS	
Info - 20	Quarterly Meeting Recommendation Evaluate proposed lighting for the "station of the future"	3/4/13	AAC	Completed - Moved to BRS	
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;	
Info - 22	Quarterly Meeting Recommendation Priority seating campaign for Metrobus and Metrorail	3/4/13	AAC	Completed - Moved to BRS	
Info - 23	Momentum – Metro’s Draft Strategic Plan	5/6/13	AAC	Completed – Shyam Kannan	