



## Accessibility Advisory Committee

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

### **Meeting Minutes: November 7, 2011**

#### **Attendees, Review of Agenda, and Approval of Minutes**

Chairman Patrick Sheehan called the Accessibility Advisory Committee (AAC) meeting to order at 5:30 pm. Present: Patrick Sheehan (Chairman), Tapan Banerjee, Paul Semelfort, Debbie Brown, Michelle Clark, Regina Lee, Doris Ray, Elver Ariza-Silva, Susan Holland, Marilyn Lutter, Georges Aguehounde, Damian Gregory, William Staderman and Carolyn Bellamy. Not present: Phil Posner (Vice-Chair), Darrell Drake, Emily Singer Lucio, David Winsler, Jessica Hunt and Brian Hurley. The October 3, 2011 agenda and minutes were approved. The Chairman's report to the Metro Board dated September 6, 2011 was approved with corrections.

#### **Public Comment**

In response to a question about the ownership of the MetroAccess computer system, staff reported that the Trapeze software used in the MetroAccess call center is the property of Metro. A comment was also made regarding the auto-dispatch system working improperly on elevators at Georgia Ave-Petworth, Columbia Heights, Dunn Loring-Merrifield, Pentagon City, Wheaton, Gallery Place, and Brookland-CUA stations in the Metrorail system. The Auto-dispatch system, which is only available on some elevators in the Metro system, was developed to aid customers who use mobility devices and have trouble maneuvering to reach the elevator buttons. Elevators that serve two landings, where the destination is obvious, will automatically sense when a person has entered the elevator and will move up or down to the next floor. Staff reported that they will follow up on this request.

#### **Status of Action Items from Previous Meetings**

The AAC discussed the work of the Fare Policy Working Group in addressing the impact of the current fare policy on paratransit riders. The working group developed a MetroAccess fare policy statement of principles that takes into consideration WMATA Fare Policy principles, ADA requirements, and applicable provisions of Title VI of the Civil Rights Act. Since compliance with the ADA requires that the fares be no more than twice the equivalent fare on fixed route service, the working group recommended that the paratransit fare policy parallel those fares being developed for Metrobus and Metrorail.

AAC voted to approve the fare policy statement with one amendment. This modification would recommend that Metro consider socio-economic status and the specific income issues of people with disabilities when considering paratransit fares. The AAC has

requested that Ms. Carol Dillon Kissal, Deputy General Manager Administration/Chief Financial Officer, be invited to update the Committee on the fixed route fare policy.

To provide all members an opportunity to review the response letter to Transportation Planning Board, Access for All Committee, the AAC has deferred the discussion to the MetroAccess Subcommittee meeting on November 21<sup>st</sup>, 2011 meeting. The AAC welcomed new members to the Committee and briefly discussed its objectives and the work plan of the Committee and the Subcommittees.

### **Bus Rail Subcommittee Report**

Susan Holland reported that the Subcommittee discussed Metro's customer complaint and feedback process. Mr. Lendy Castillo, Manager of Customer Relations, presented the process for investigating customer complaints. Information such as vehicle, date, time of travel, and other details are important to facilitate a full investigation and validation of complaints. The Subcommittee recommended that the bus number be added to the announcements on the annunciator system to assist customers with information needed to file a complaint on Metrobus.

The Subcommittee also discussed the online comment form and follow-up procedures when complaints are filed by telephone. The Subcommittee recommended that an accessible version of the online Customer Comment Form be developed and offered as a mobile Smartphone application. The Subcommittee also recommended that at the end of each telephone call, staff should ask and confirm the customer's preference by phone call, in writing, or by email.

The Subcommittee discussed the draft Customer Guide for Metrobus and Metrorail. The guide will provide information on services customers can expect from Metro that are required by the Americans with Disabilities Act and will be available in multiple and accessible formats. The Subcommittee also requested that the Customer Guide include information on Metro's customer feedback and complaint process.

### **MetroAccess Subcommittee Report**

Mr. Semelfort reported that the MetroAccess Subcommittee has finalized its FY2012 work plan. The AAC voted to approve the MetroAccess work plan for FY2012.

Mr. Roth provided an update on the Safety and Accountability Working Group. He indicated that the work group, working with the disability community and Metro staff developed an authorization form to allow social workers, personal care attendants or family members to act on behalf of an individual with a disability during the MetroAccess eligibility process. The AAC voted to approve the authorization form and the document will be available in English and Spanish.

The Subcommittee also discussed customer concerns related to MetroAccess service from the three Town Hall meetings. The paratransit contractor reported they will address the major concerns related to service expressed in the Town Hall meeting in the next performance report.

### **New Business**

The AAC discussed a proposal to conduct Subcommittee meeting via teleconference. In an effort to ensure full participation in the Committee and Subcommittee meetings, Mr. Kent suggested the teleconference format be an option for members who could not attend the regularly scheduled meeting in person. Staff and AAC will review this option further.

Mr. Kent reported that the Vendor Conference and Town Hall Meetings related to the new MetroAccess contract have been completed. Mr. Kent stated that Metro received both praise and suggestions for improvement for MetroAccess service and the MetroAccess contractor. Staff will provide a summary of the Town Hall meetings at the next MetroAccess Subcommittee meeting on November 21, 2011.

The Focus Groups are scheduled to begin in early November 2011. The primary purpose of the Focus Groups is to obtain information from customers regarding their experiences with MetroAccess. There will be six rider focus groups two for each jurisdiction relating to safety, service, reliability, and customer service.

**Meeting adjourned:** The meeting was adjourned at 7:30 p.m.

Attachment: Status of Recommendations and Actions (completed items are reported once in minutes and then tracked along with all pending recommendations and actions in the AAC Compiled Work Plan)



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**STATUS OF FY 2012 COMMITTEE RECOMMENDATIONS AND ACTIONS**

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
Info -07	Review MetroAccess Fare Policy	5/2/2011	MACS	AAC voted to approve the Fare Policy Group statement of principles as amended.	
Action – 6	Response to the Access For All (AFA) Letter	9/6/11	AAC	Presentation of the letter to the AAC for approval.	
Action – 7	Develop and present MACS work plan for AAC Approval	7/25/11	MACS	AAC voted to approve MACS work plan	11/7/11
Action – 8	Review customer consent form for MetroAccess Services	5/2/2011	MACS	AAC voted to approve the authorization form to be used during MetroAccess Eligibility process.	11/7/11