



Accessibility Advisory Committee

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

Meeting Minutes: November 5, 2012

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

ATTENDEES, REVIEW OF AGENDA, AND APPROVAL OF MINUTES

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

Not Present: Georges Aguehoude, Susan Holland, Jessica Hunt, and Mary Jane Owen.

The November 5, 2012 agenda was approved. The Chairman's Report to the Metro Board, dated November 5, 2012, was approved. The October 1, 2012 minutes were approved as amended.

PUBLIC COMMENT PERIOD

Chair Sheehan requested that a discussion take place during the December AAC meeting on the performance measures in the MetroAccess Request for Proposal (RFP). The purpose of the discussion is to conduct a comparison between what is in the current MetroAccess contract and what is being required in the RFP.

SMARTRIP CARD DISPENSERS (UPDATE)

Christian Kent, AGM, Access Services, advised the AAC that following the AAC's review of the SmarTrip dispenser on October 24th at the New Carrollton station, Metro has proceeded with the installation of dispenses throughout the system. Mr. Kent thanked AAC members for their advice and input regarding the accessibility features of the dispensers.

Chair Sheehan expressed that he was impressed with the redesigned SmarTrip Card dispensers, particularly the touch screen and audio features. Ms. Rush questioned why the SmarTrip Card dispensers are not equipped with the ability to add fare, and advised that in the future Metro should think about having "one-stop shop" devices, so that people with visual disabilities will not have to navigate between several machines when purchasing and loading SmarTrip cards. Metro staff reported that SmarTrip card purchases should be very limited occurrences, initial purchase and replacement for lost or stolen cards. Metro has invested in the SmarTrip dispensers to facilitate the use of SmarTrip cards and away from paper fares media. Ms. Ray stated that AAC members

were not informed that the October 24th review would serve as a final AAC review of the SmarTrip Card dispensers.

METRO'S DRAFT STRATEGIC PLAN

Andrea Burnside, Chief Performance Officer, presented the AAC with information regarding Metro's draft Strategic Plan. Ms. Burnside provided an overview of the history of Metro and the recent improvements made to the system including new escalators, station platform rehabilitation, and the replacement of the 1000-Series railcars. Each of those projects was completed through the "Metro Forward" program, which is a \$5 billion, six-year investment initiative.

Ms. Burnside explained the strategic goals of the plan as part of her video presentation to the AAC. She stated that the following goals have been supported by Metro's Board:

- Build and maintain a premier safety culture and system;
- Meet or exceed customer expectations by consistently delivering quality service;
- Improve regional mobility and connect communities; and
- Ensure financial stability and invest in our people and assets.

Ms. Burnside explained that the next generation of Metro seeks to meet the needs of all its stakeholders – customers, jurisdictions, businesses, and communities.

Vice-Chair Posner asked for clarification of the ridership numbers given during the presentation. Ms. Burnside stated she would verify what the actual numbers are and provide the information to the members.

Committee members recommended that the video be closed-captioned for those who are deaf or hard of hearing.

Ms. Burnside said additional feedback from AAC members would be appreciated.

APTA INNOVATION AWARD

Frank Roth, Director of Eligibility Certification, along with Mr. Kent, and Chair Sheehan shared their experience of the 2012 APTA Conference, along with a video of their acceptance of the 2012 APTA Innovation Award. The Innovation Award honors an APTA public transportation system that has demonstrated innovative concepts or effective problem solving techniques not previously applied in the public transportation industry. WMATA was recognized for its creative approach to paratransit eligibility. Mr. Kent expressed his gratitude to the committee and thanked them for all of their support.

BRS STATION LIGHTING WORK GROUP

Ms. Lutter, Chair, BRS Station Lighting Work Group, presented the committee with a report of the Work Group's recommendations. The report stressed that lighting will continue to be an important area of interest for the disability community. The report highlighted the work of partner advocates, notably the National Capital Citizens with Low Vision and its President Barbara Milleville. Copies of Ms. Lutter's report were distributed to AAC members, and included the Work Group's recommendations.

Chair Sheehan expressed his appreciation for the Work Group's efforts at identifying both maintenance and capital lighting needs throughout the Metro system. He would like to see the Work Group's recommendations prioritized, funded, and implemented. He added that this topic will be discussed during next week's Bus/Rail Subcommittee (BRS) meeting as well as the December AAC meeting. Mr. Kent stated that he is expecting to receive information from the engineering staff within the next few weeks, and added his applause for the Work Group's efforts.

Motion: The AAC will forward a report to Metro's Board of Directors stressing the importance of adequate lighting as part of a safe transit system. Motion passed.

Motion: Have committee references to "bumpy domes" be replaced with "detectable warning system". Motion passed.

BUS/RAIL SUBCOMMITTEE REPORT

Ms. Brown, Vice-Chair, BRS, shared information regarding station lighting, the new Metro Bus System map design, and the 7000-Series railcar. Chair Sheehan added that 19 of the AAC's 20 recommendations for the 7000-Series railcar were adopted Metro and installed in the railcar design. Chair Sheehan stated that Metro's Board is looking forward to the BRS final analysis of the jurisdictional bus stop presentations.

METROACCESS SUBCOMMITTEE REPORT

Mr. Semelfort, Chair, MetroAccess Subcommittee, shared information regarding customer service, an update on the MetroAccess Fare Calculator, and a presentation on training and passenger securement.

Motion: The Director of MetroAccess and staff from MV Transportation draft a joint letter to all MetroAccess service providers requesting that they remind their operators of the services they must provide to customers, and confirm the operators' knowledge of the MetroAccess Service policy. Motion passed.

In response to a comment made by a committee member regarding the MetroAccess RFP, Mr. Kent expressed that Metro is now in the process of evaluating the proposals

that have been submitted, and the intent is to try to complete the evaluations and award the contract by the end of the calendar year.

NEW BUSINESS

Christiaan Blake, Acting Director, ADA Policy & Planning, presented the committee with an update on the travel survey of AAC members. The survey results were analyzed and a recommendation to implement a pilot program was approved. The pilot program will allow each member of the AAC up to 3 free trips per month via MetroAccess to attend any AAC Committee meeting, subcommittee meetings, work group or task force meetings, or appeals panel hearings.

A member asked what would be the process for those members who do not utilize MetroAccess. Mr. Blake explained that status adjustments could be made to ensure that all members who qualify for Metro's Reduced Fare Program would be enrolled for use on the fixed route service. However, the pilot program will only provide free trips via MetroAccess. Motion: Approval of the pilot program. Motion passed with one vote "nay" and one abstention.

Barbara Milleville requested clarification on the next presentation of the Station Lighting Work Group. Mr. Kent confirmed that the Work Group would next present at the December AAC meeting.

Meeting adjourned: The meeting adjourned at 8:20 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 - 10	MetroAccess Performance Standards in New Contract	12/3/12	MAS	Presentation by Dan O'Reilly, MACS	
Action - 5	BRS Station Lighting Work Group	12/12/11	BRS	Recommendations for approval to the Board	

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