



Accessibility Advisory Committee

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

Meeting Minutes: November 4, 2013

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

ATTENDEES

Present: Patrick Sheehan (Chair), Dr. Philip Posner (Vice-Chair), Dr. Tapan Banerjee (2nd Vice-Chair), Carolyn Bellamy, G. Robert Brown, Kevin Hanretta, Chanelle Houston, Regina Lee, Dr. Brian Miller, Mary Jane Owen, Denise Rush, Paul Semelfort, Anthony Stephens, and Dr. William Staderman.

REVIEW OF AGENDA, AND APPROVAL OF MINUTES

The November 4, 2013 meeting agenda was approved as amended.

The Chairman's Report to the Metro Board, dated November 4, 2013, was approved.

The October 7, 2013 meeting minutes were approved.

ACCESSIBILITY EXCELLENCE AWARDS (Chairman's Reflections)

Chair Sheehan shared personal reflections of Metro's Second Annual Accessibility Excellence Awards event. He stated that many people believe the awards ceremony is just to honor the recipients of the Richard Hedding and Rosalyn Simon awards. However, the event offers so much more. Chair Sheehan stated how impressed he was with the number of honorees who made significant contributions to the services provided to the disability community at Metro. He encouraged committee members to read the contribution of each of the honoree, and suggested that if any member comes across one of honorees from the awards event, they should thank them for work they do to provide safe and reliable transportation services to all customers, especially those in the disability community.

Many of the contributions were things an AAC member or disabled riders may not see, but make a huge difference in the services provided. Among those recognized for such behind the scenes acts were the following: all employees who worked on the transition of MetroAccess paratransit contracts to a new performance-based business model; the Police Sergeant who processed hundreds background checks in a short period of time so that MetroAccess could have a full allotment of drivers; the Travel Trainer who provides services to Gallaudet University and the Wounded Warrior Program; and many more. Ms. Bellamy stated that it was nice to see some former AAC members receive awards, but expressed an interest in awards for other members who were instrumental in the development and progressiveness of the AAC. Many members agreed that next year's event should include awards for previous AAC members, such as Susan Holland, former Chair of the Bus and Rail Subcommittee (BRS). The AAC gave a special thanks to Frank Roth and Terry Prevost for planning such as spectacular event.

QUARTERLY MEETING WITH THE EXECUTIVE BOARD

The AAC discussed its Quarterly Meeting with the Executive Board. The AAC leadership continued to present its plan for Safe, Accessible, and Sustainable (SAS) public transportation services on Metrobus, Metrorail, and MetroAccess. Dr. Posner purposefully laid out the AAC proposal on MetroAccess Fare Policy, comparing the fare box recovery for MetroAccess with the fare box recovery for bus and rail, and including the cost of operating all three systems. He discussed the negative socio-economic impact of the current fare policy and put forth the following Fare Policy suggestions for MetroAccess service on behalf of the AAC:

- Metro use a multiplier less than two times the equivalent fixed-route fare (1.5 suggested) in the calculation of MetroAccess fares;
- Move the maximum fare charged for MetroAccess service closer to the charges for fixed route service (\$6.50 suggested); and
- Use an equivalent jurisdictional bus fare for routes that are comparable within jurisdictions.

The AAC pointed to Metro's own data to demonstrate the annual growth rate for services on Metrobus, Metrorail, and MetroAccess. Dr. Posner stated that MetroAccess is not going to bankrupt the public transportation system. The AAC agreed with Metro's finding that better long-term growth on all modes depends on a reduction in uncertainty and recommended some of the following to achieve that goal:

- Continue Metro's Free Ride program;
- Reduce the span of the peak period on Metrorail;
- Eliminate the \$1 cash surcharge; and
- Increase the transfer discount between systems.

The AAC expressed an interest in funding for bus stop accessibility in the various jurisdictions. The Executive Board recommended that the AAC develop a scorecard that draws a comparison between each of the jurisdictions demonstrating the progress or lack thereof each has made on accessible bus stops. Tracking this information as well as the cost to paratransit service, would demonstrate to the jurisdictions potential savings they would realize if they improved local bus stops.

The AAC requested notifications for all public hearings and expressed an interest in real-time GPS service for MetroAccess. Mr. Kent stated that real-time GPS for MetroAccess service is an item the Department of Access Services is currently exploring and it is on MetroAccess Subcommittee (MAS) work plan. The AAC expressed its delight with the progress of lighting in the Metrorail system.

BUS/RAIL SUBCOMMITTEE REPORT

The BRS received an update on Metro's Priority Seating Campaign. All the themes resonated with the committee, for they promoted compassion and courtesy by customers using public transportation services. The BRS favored the *Stand Up and Rise to the Occasion* theme and applauded Metro for its progressive design concepts and various approaches to creating a culture of courtesy at Metro.

The BRS received a comprehensive presentation on the concept for the Bethesda station, Metro's "Station of the Future." The proposed design of the Bethesda station will be modern and have improved lighting throughout the station. The BRS recommended frequent updates of this project. The construction of the Bethesda station will commence in 2015.

METROACCESS SUBCOMMITTEE REPORT

The MAS discussed performance measures on MetroAccess service. The information presented represented the percentage of fare paying passengers by fare group. The data concluded that the majority of MetroAccess fares fall in the range of \$3 and \$3.49, and the number of customers paying the maximum fare has dropped.

The MAS received a presentation on the mechanics of how the MetroAccess Fare Calculator produces the lowest fare. The system searches each time point within the thirty-minute window and automatically produces the lowest fare for that timeframe.

AGE-FRIENDLY DC TASK FORCE

Christiaan Blake announced that Metro will host a community conversation on behalf of the District of Columbia (DC) Age-Friendly Task Force. Metro is interested in hearing the opinions of D.C. residents, people who work in D.C., and those who travel to the area frequently on the age friendliness of Metro services and all public transportation in D.C. Participants will have an opportunity to complete a survey, and share additional thoughts, ideas, and recommendations. All survey results will be compiled into a score along with the comments received, and incorporated into a final report of the Task Force that will be presented to Mayor Gray. In response to a question about which officials were part of the Task Force, Mr. Blake stated that Metro's GM Richard Sarles and twenty-two other distinguished individuals were sworn in by Mayor Gray as official members of the D.C. Age-Friendly Task Force. Some of those members include Steven Knapp, President, George Washington University, and Beatriz Otero, Deputy Mayor for Health and Human Services.

The community conversation will take place on Friday, November 15, 2013, from 9:00 a.m. until 12:00 noon, at Metro Headquarters, Jackson Graham Building, in the Board Room. All AAC members were encouraged to participate.

PUBLIC COMMENT PERIOD

Persons in attendance offered no comments.

ADJOURNMENT:

The meeting adjourned at 6:58 p.m.



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STATUS OF FY 2014 COMMITTEE RECOMMENDATIONS AND ACTIONS

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
Info – 14	Attracting Riders with Disabilities to Fixed Route Transit	12/2/13	AAC	Donna Smith, Director of Training, Easter Seals Project ACTION	
Info – 12	Momentum and Long Range Plan (update)	12/2/13	AAC		
Info – 09	Program Access	10/7/13	AAC	Deferred until January 6 th meeting. Doris Ray will provide the language	
Info – 13	Age-Friendly DC Task Force	11/4/13	AAC	Follow up discussion after the event on 11/15/13 at the January meeting.	

COMPLETED - 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	AAC members recommended topics for discussion	7/1/13
Info – 02	Metro’s Title VI Program	7/1/13	AAC	Completed Presenter: Deborah Coram	7/1/13
Info – 03	PIDS at Mini-Mezzanine	7/1/13	AAC	Completed Presenter: Chief Asante	7/1/13
Info – 04	MetroAccess Fare Calculator (History)	8/5/13	MAS	Presenter: Dan O’Reilly and Ryan Parr	8/5/13
Info – 05	Quarterly Meeting with Board Executive Leadership	7/1/13	AAC	Follow up discussion after the meeting on 7/25/13	8/5/13
Info – 06	Accessible Public Hearing Locations	9/3/13	AAC	Presenter: Loyda Sequeira	9/3/13

COMPLETED - FY 2014 COMMITTEE RECOMMENDATIONS AND ACTIONS

Info – 07	Quarterly Meeting with Board Executive Leadership	10/7/13	AAC	AAC members recommend topics for discussion for the 10/24/13 meeting. (includes time from the 7/25/13 meeting).	10/7/13
Info – 08	Metro’s Customer Pledge	10/7/13	AAC	Presenter: Lynn Bowersox	10/7/13
Info – 10	Accessibility Excellence Award	11/4/13	AAC	Reflection from Chair Sheehan	11/4/13
Info – 11	Quarterly Meeting with Board Executive Leadership	11/4/13	AAC	Follow up discussion after the meeting on 10/23/13 (MetroAccess Real Time App for Smartphones; Grandfather Policy)	11/4/13