



## Accessibility Advisory Committee

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

### **Meeting Minutes: September 4, 2012**

#### **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 (Chair), Dr. Phil Posner (Vice-Chair), Dr. Tapan Banerjee (2<sup>nd</sup> Vice-Chair), Elver Ariza-Silva, Debbie Brown, G. Robert Brown, Darrell Drake, Chanelle Houston, Marilyn Lutter, Regina Lee, Doris Ray, Denise Rush, and Paul Semelfort.

Not Present: Georges Aguehoude, Carolyn Bellamy, Susan Holland, Jessica Hunt, Brian Miller, Mary Jane Owen, and Dr. William Staderman.

The September 4, 2012 agenda was approved. The Chairman's report to the Metro Board, dated September 4, 2012, and the August 6, 2012 minutes were approved as amended.

#### **Public Comments**

In response to a comment about bus operators not lowering the lift/ramp for customers with hidden disabilities, staff reported that the lift/ramp is available for use by all customers, and bus operators are required to lower the lift/extend the ramp upon request. Customers are encouraged to report to Metro's Office of Customer Information any incident in which an operator fails to follow this policy.

A comment was made about over-crowding on the Z (Laurel-Burtonsville Express Line) bus line after public events. Dr. Phil Posner stated that this a budgetary issue because extra personnel and services for major events are billed to the event facility. If event organizers cannot cover the costs for additional Metro personnel and service, Metro will not add service during those events. Members of the AAC stated that overcrowding on buses and platforms is a safety issue for all riders, not just customers with disabilities. The AAC referred this matter to the Bus/Rail Subcommittee (BRS) for further review, and recommended that Metro's Riders Advisory Council (RAC) review this subject as well.

#### **Rail Service Standards**

Andrea Burnside, Chief Performance Officer, Metro, discussed standards for Metrorail services. She reported that setting standards on the quantity and quality of Metrorail services is an important part of Metro's Board of Directors strategic planning goals. These standards will define service parameters that will let customers know what to expect on a daily basis from Metrorail service. Additionally, the standards will provide Metro's General Manager guidance on implementing current service and forecasting the

budget for future services. Ms. Burnside reported that Metro's Board is seeking feedback from the AAC and RAC on the first phase of these proposed standards.

The development of standards will occur in phases, with the first phase concentrating on three key standards: (1) hours of service; (2) peak headways; and (3) peak capacity.

Historically, Metro's hours of service on Sundays through Thursdays have been from 5:00 a.m. to 12:00 a.m., and on Fridays and Saturdays from 7:00 a.m. to 3:00 a.m. Weekday rush hour service occurs roughly from 6:30 a.m. to 9:00 a.m. and from 3:30 p.m. to 6:00 p.m. During rush hour, the time between trains in key areas of the system is 2 to 4 minutes, while system-wide the frequency of trains can be from 2.5 to 18 minutes. The average peak capacity is 100 passengers per railcar. Ms. Burnside reported that service hours are set by Metro's Board, and includes when to open early or run late for special events. However, there is no policy on normal hours of operation, peak period for service or peak capacity on trains and platforms. The AAC requested a time-line for finalization for the first phase of the standards. Ms. Burnside stated that Metro's Board would review the issue during their October 2012 Board meeting. The AAC expressed an interest in standards for special events. Ms. Burnside stated that the initial standards would focus on normal rush hour services.

The development of rail standards is not designed to reduce service, but to formalize the services currently being provided, within the systems limitations. Ms. Burnside stated that in the proposal, the hours of service remain will remain the same. The frequency of peak service will range from 2.5 to 7 minutes in the proposal, and the standard for passengers per car will range from 80 to 120 during rush hour. Metro benchmarked other transit properties to compare their use of standards in rail services. Ms. Burnside stated that all of the transit properties surveyed used some type criteria for rail services, but differed in how the standards were applied. For example, each of the properties have a standard for peak capacity, and most, but not all, have a standard for headways and hours of service. Each transit property monitors on-time performance, but calculates it differently, thus preventing benchmarking. Additionally, Metro will consider its current physical capacity constraints, limited resources, and the addition of new lines in the development of standards. The AAC forwarded this issue to the BRS for further review.

### **MetroAccess Fare Calculator**

Dan O'Reilly, Director, MetroAccess, provided an update on the MetroAccess Fare Calculator. He indicated that a 508 compliant free-form address feature has been added to the web-based trip booking function. This feature will allow customers to use any street address, and the software will recognize the information and automatically complete the address by adding the city, state and zip code. The Fare Calculator is being tested to ensure that it can exist separately from the operating system to prevent crashes. The software will be migrated and undergo further testing.

Mr. O'Reilly reported that the next step is to integrate the Fare Calculator into the reservation process. The AAC expressed an interest in the time-line for integration. Mr. O'Reilly reported that the estimate for integration is about eight months. Customers will be able to select the lowest possible fare, even if the actual scheduled time eventually reserved, within a 30-minute window, is different. This includes both reservations made on the web trip-booking module and through a MetroAccess reservationist.

Given prior concerns raised by the AAC regarding access to the Calculator by customers who do not use computers, Christian Kent, Assistant General Manager, Access Services, suggested that the AAC consider launching the web-based Calculator at the same time that the Calculator is integrated into the telephone reservations process. The AAC forwarded this matter to the MetroAccess Subcommittee to discuss further.

### **AAC Administrative Process**

The AAC discussed candidates for the position of MetroAccess Subcommittee (MAS) Vice-Chair. The MAS recommended that Denise Rush be appointed to the position. Upon motion, the AAC appointed Denise Rush to the position of MAS Vice-Chair.

### **Bus/Rail Subcommittee Report**

The BRS discussed Metro's new SmartTrip card dispensers. Metro has purchased 100 new SmartTrip card dispensers to replace the older dispensers located throughout the Metro system. Each of the new dispensers will feature touch screen displays, have Braille and raised lettering, and audio prompts. The Office of ADA Policy and Planning will monitor the deployment of the new dispensers, and the installation of the accessibility features.

The BRS also discussed platform rehabilitation in the Metrorail system. ADA Truncated Domes (bumpy tiles) have been added to sixty-nine platforms in the rail system, and eight additional rail stations will have bumpy tiles installed as part of platform rehabilitation being performed on the Red, Orange, and Blue lines. The work at these stations is scheduled to be completed by May 2012. Additionally, the BRS was informed that customers can directly request shuttle service during an elevator outage in the Metrorail station by requesting shuttle service from a Station Manager prior to arriving at the station where there is an elevator outage or by contacting Metro's Bus Operations Control Center at (202) 962-1825 to arrange for a shuttle.

### **MetroAccess Subcommittee Report**

The MAS discussed seatbelt and securement on MetroAccess Service. All MetroAccess vehicles are equipped with eight Q'Straint securement and eight web-loop devices. Inspections of the securement devices are performed on a daily and monthly basis, and the vehicles are all cleaned regularly. MetroAccess vehicle operators are trained on a variety of wheelchair securement devices with a wide range of mobility devices. Upon motion, the MAS requested a presentation on driver training and securement demonstration. The Customer Service Task Force discussed the MetroAccess Door-to-Door policy, and recommended that Metro define Door-to-Door service as service from

the most exterior door at the pick-up to the most exterior door at the destination. The Task Force will review the MetroAccess Customer Guide to identify any opportunities to clarify MetroAccess policy and procedures. The first recipient of the Michael "Mr. Mike" Wilson award was awarded to Bert Smith. The award is named in memory of Michael Wilson, a MetroAccess dispatcher who recently passed away.

**Meeting adjourned:** The meeting was adjourned at 8:10 p.m.

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



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**STATUS OF FY 2013 COMMITTEE RECOMMENDATIONS AND ACTIONS**

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
Info - 6	AAC MetroAccess Travel Costs	8/6/12	AAC	Committee discussion on reimbursement.	
Info -1	MetroAccess Fare Calculator (Update)	7/2/12	AAC	Presentation by Dan O'Reilly on 7/2/12 and 8/6/12.	
Info - 7	Customer Guide to Metrobus and Metrorail	10/1/12	BRS		
Action 3	Bus/Rail Subcommittee Work Plan Approvals	10/1/12	BRS		
Action 4	MetroAccess Work Plan Approvals	10/1/12	MACS		

**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
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