



Accessibility Advisory Committee

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

BUS AND RAIL SUBCOMMITTEE MEETING MINUTES: August 13, 2012

In attendance: Debbie Brown (Vice-Chair), Chanelle Houston, Marilyn Lutter, Dr. Phil Posner, Denise Rush, Patrick Sheehan, and William Staderman.

Representing the Department of Access Services: Christiaan Blake, Christopher Colbert, Sherrie Collings, Antonia Evans, Carol P. Lopez, Glenn Millis, Dr. B. Moore Gwynn and Terry Prevost

Call to Order

Vice-Chair Brown called the August 13, 2012 Bus and Rail Subcommittee (BRS) meeting to order at 4:00 pm.

Public Comment

In response to a comment made about shuttle service during elevator outages and the ability to request shuttle service prior to a customer arriving at a station with an outage, staff reported that topic is on the agenda for discussion. A comment was made about the process to transfer funds from a Reduced Fare paper card to a Reduced Fare SmartTrip card. Staff reported that they will investigate and provide feedback. In response to a comment about the safety hazard of construction materials on an escalator at the Capitol South station, staff reported that they will investigate and provide feedback. A comment was also made about the timetable for the street and platform elevators at the Bethesda Metrorail Station to be returned to service. Christiaan Blake, Acting Director, ADA Policy and Planning (ADAP), reported that the Office of Elevator and Escalator (ELES) stated that both elevators required repair, but the street elevator required more time so it was taken out of service first. The platform elevator will soon be taken out of service as well, but both elevators are due back in service at the end of October 2012.

Review and Approval of Agenda and Minutes

The BRS approved the August 13, 2012 agenda, and approved the July 9, 2012 minutes.

Shuttle Response to Elevator Outages

At the July 2012 meeting the BRS requested an update on whether customers can directly request shuttle service during an elevator outage in the Metrorail station. In response, Dr. B. Moore Gwynn, AAC coordinator, reported that customers have two options in requesting shuttle service: (1) Customers can request shuttle service from a Station Manager prior to arriving at the station where there is an elevator outage; and (2) Customers may call Metro's Bus Operations Control Center at 202-962-1825 to arrange for a shuttle. The BRS expressed an interest in communicating this information on the Passenger Information Display System (PIDS). Dr. Moore Gwynn reported that information on service advisory, elevator outages, and information on arranging a shuttle is currently provided on the PIDS. In addition, the status of elevator outages are updated regularly on Metro's website and customers can check the status of elevator outages by contacting the Metrorail Operations Control Center hotline at 202-962-1212. The BRS expressed an interest in how these changes will be communicated to staff. A reminder of the policy is being widely distributed to all personnel in the Metrorail system.

The BRS expressed an interest in Bus Operators who leave the shuttle service buses unattended. Dr. Moore Gwynn reported that upon arrival to a station to provide shuttle services because of an elevator outage, the Bus Operator must notify the Metrorail Operations Control Center and the Bus Operations Control Center. Customer should wait at the station manager's kiosk for a shuttle.

SmartTrip Card Dispensers

Ramon Abramovich, Project Manager, Treasury (TRES), discussed the installation of new SmartTrip card dispensers at Metrorail stations. Metro has purchased 100 new SmartTrip card dispensers. These dispensers will accept bills in \$1, \$5 or \$10 denominations as well as credit and debit cards. At least one machine will be installed in every station by September 1, 2012. Mr. Abramovich reported that all new dispensers will feature a touch screen display, and have Braille and raised lettering. Additional machines will be purchased resulting in one dispenser on every platform in the system.

For greater functionality audio prompts will also be featured on the new machines. The BRS recommended that Metro review the audio standards of automatic teller machines (ATM) which will allow for voice prompts once a pair of headphones is inserted into the machine. The BRS expressed an interest in the direction to insert the bills or bank cards to purchase a SmartTrip card from the new dispensers. With the current dispenser the bill and bank cards must face in a certain direction in order for the machine to accept the transaction. Mr. Abramovich reported that he will investigate and provide feedback on whether bills can be accepted in all directions. Bank cards, however, will have to be placed in a certain direction in order to make a purchase. The BRS also expressed an interest in the instructions for proper use the machine, and if the instructions will also be in Braille or raised lettering. Mr. Abramovich reported that the graphics for the instructions will also be in Braille or raised lettering.

The BRS indicated that the late addition of the accessibility features on the SmartTrip card dispensers is a reflection of Metro's poor perspective on accessibility. Mr. Blake reported that ADAP had provided the appropriate guidance on the required accessibility features prior to the dispensers being ordered, and that ADAP has been working with TRES to resolve all of the implementation issues as soon as possible. ADAP will continue to monitor the deployment of the new dispensers and the installation of the accessibility features. Mr. Abramovich stated that the design always

included Braille, raised letter audible prompts. Upon motion, it was recommended that the BRS review a prototype of a fully accessible SmartTrip card dispenser, and be provided with a time-table for delivery of the SmartTrip card dispensers.

Metrorail Platform Rehabilitation

Hitendra Patel, Director, Transit Infrastructure and Engineering Services (TIES), discussed platform rehabilitation in the Metrorail system. Mr. Patel indicated that out of ninety platforms at the rail stations, sixty-nine have been upgraded with ADA Truncated Domes (Bumpy Tiles). Bumpy Tiles are scheduled to be installed at eight additional rail stations as part of the platform rehabilitation being performed on the Red, Orange, and Blue lines. The work at these stations is scheduled to be completed by May 2015.

In addition to replacing the bumpy tiles, Metro is also replacing the granite edge and worn tile on the platform at some outdoor rail stations. The BRS expressed an interest in the materials used to replace the tile. Mr. Patel reported that slip resistant, highly pressed concrete pavers will replace 8 inches of broken tile. The BRS also expressed an interest in the quality of the material. Mr. Patel indicated that the concrete pavers will be waterproof and have the same appearance of the current platform. Metro's goal is to rebuild the platforms using durable materials that will last a long time. The BRS recommended that Metro update its website by publicizing the stations with the bumpy tiles.

Work Plan

The BRS reviewed its work plan and identified elevators, platform capacity, lighting, accessible signage to include directional signage, as top priorities for the FY14 Metro budget. The BRS also recommended that Metro conduct two studies: elevators to determine the accessibility and usability challenges of stations with one elevator and provide feedback to the committee; the second study on platform capacity to determine the number of people that can safely be on the platform in the Metrorail stations.

New Business

No new business was introduced.

Adjournment

The meeting was adjourned at 5:50 p.m.

Attachment: Work Plan