



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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BUS AND RAIL SUBCOMMITTEE MEETING MINUTES: January 14, 2013

In attendance: Debbie Brown (Vice-Chair), Darrell Drake, Chanelle Houston, Regina Lee, Marilyn Lutter, Mary Jane Owen, Dr. Phil Posner, and Patrick Sheehan.

Call to Order

Vice-Chair Brown called the January 14, 2013 Bus and Rail Subcommittee (BRS) meeting to order at 4:00 pm.

Public Comment

Persons attending the meeting did not offer any public comments.

Review and Approval of Agenda and Minutes

The BRS approved the January 14, 2013 agenda as amended, and approved the December 10, 2012 meeting minutes.

Customer Guide (Update)

Christiaan Blake, Acting Director, ADA Policy and Planning (ADAP), announced that the Customer Guide for Metrobus and Metrorail for People with Disabilities and Senior Citizens is on Metro's website under the Accessibility tab that can be found on the homepage. He stated that two versions of the Guide is on the website; a PDF version and a text only Microsoft Word version. The Guide provides information on trip planning, customer rights and responsibilities, service animals, and other tips for traveling on Metrobus and Metrorail. The BRS expressed an interest in the accessibility of the documents that have been posted online. Mr. Blake stated that the Microsoft Word version of the Guide was tested using the JAWS screen reader software.

In the coming weeks an audio version of the guide will be available online. The BRS recommended that the audio version also be made available on compact disc and cassette. This will allow the guide to be widely distributed to older users of the system in the community. Ms. Lutter stated that the Washington Readers for the Blind is a resource that can record the Guide for cassette distribution. However, there will not be a video sign language edition due to cost. Mr. Blake stated that his office is also working to update the online version with hyperlinks to allow users access to various sections of the Guide quickly, without having to search the entire document.

Printed versions of the Guide will be distributed across the region to libraries, hospitals, public schools systems, university disability offices, independent living centers, and state rehabilitation agencies. The information will also be part of a MetroAccess seat drop. The guide will be available in English and Spanish. The BRS expressed an interest in advertising to non-English users of the system. Ms. Owens stated that radio is good medium to reach for Spanish speakers. Mr. Blake stated that Metro will follow-up on the suggestion.

Customer Service Process for Staff Recognition

Brett Tyler, Director, Customer Support Service, discussed a restructure in the Customer Service Department. He stated that under the previous model, customer information and customer comments were treated separately, while the new model combines those functions into one call center. Mr. Tyler introduced a new member of his team, Jeremy Franklin, Manager, Call Center Operations.

Mr. Franklin discussed Metro's customer comment process. He reported that complaints, commendations, questions or suggestions can be filed electronically, by telephone, and by mail. The online form has seven fields, designated with an asterisk, which are required to complete. This information allows Metro to validate the customer comment, and implement preventive or corrective action protocols, if needed. Mr. Franklin stated that when warranted, customers received feedback regarding their comments, commendations or complaints. Dr. Posner recommended that when providing a commendation, the contact information and comment box should always be completed. This provides Metro a means to contact the customer if more information is required.

The BRS expressed an interest in publicly acknowledging Metro employees who provide outstanding service to senior citizens and people with disabilities. Mr. Franklin stated that internally, Metro has two programs to recognize extraordinary employees: (1) Extraordinary in the Ordinary and (2) Kudos. Upon motion, the BRS unanimously recommended that a mechanism be developed by which the AAC can recognize and award Metro employees who provide outstanding service to customers, especially those with disabilities. Mr. Tyler stated that the Office of Customer Support Service will work with ADAP on that initiative.

Work Plan

The BRS identified the following items for the 2014 work plan: fare policy to address the \$1 fee for paper farecards; SmarTrip \$3 rebate; the impact of weekend track work on ridership; Metrorail lighting; Metrorail elevators; the new Silver Line; and updates on the 7000 series. Additionally, the BRS is interested in continuing the discussion on bus stops and the open payment system.

Old Business

Mr. Blake stated that progress is being made on the allocation of resources for the installation of bumpy tiles in the remainder of the stations. He also stated that, as result of the work of the BRS Station Lighting Work Group, Metro is making progress on added resources for improved lighting in the stations.

In response to an update on MetroAccess Bus Stop placements, Mr. Blake indicated that ADAP is collaborating with Metro's Office of Bus Planning, and that the work is in the beginning stages. Upon motion, the BRS unanimously recommended that a task force, made up of BRS and MetroAccess Subcommittee members, be convened to address MetroAccess Bus Stop placement pick-up locations.

New Business

No new business was introduced.

Adjournment

The meeting was adjourned at 5:32 p.m.

Attachment: Work Plan