



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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BUS AND RAIL SUBCOMMITTEE MINUTES: January 9, 2012

In attendance: Susan Holland (Chair), Debbie Brown (Vice-Chair), Damian Gregory, Regina Lee, Phil Posner, Marilyn Lutter, Georges Aguehoude, William Staderman and Jessica Hunt. Christian Kent, Antonio Stephens, Christopher Colbert, Antonia Evans, Nicole June and B. Moore Gwynn represented the Department of Access Services.

Call to Order

Chairman Holland called the January 9, 2012 Bus and Rail Subcommittee (BRS) meeting to order at 4:00 pm.

Public Comments

Persons attending the meeting did not offer public comments.

Review of Agenda, Minutes

The Subcommittee approved the January 9, 2012 agenda and the December 12, 2011 minutes.

Status of Action Items from November 14, 2011 Meeting

The BRS discussed accessibility to Metro bus stops. Mr. Krys Ochia, Branch Manager, Office of Bus Planning stated that there are 12,000 bus stops in the Metro system. Of that number, the District of Columbia has 3299 bus stops and 77 shelters; Maryland has 3244 bus stops and 272 shelters, and Virginia has 4836 and 247 shelters, and the remaining bus stops are located at Metrorail stations. Mr. Ochia stated that the numbers did not include Montgomery County, Maryland or Fairfax County, Virginia.

Mr. Ochia stated that there are many inaccessible bus stops in each jurisdiction. Most inaccessible bus stops are older stops that lack the following: no pedestrian pads or too narrow of a pedestrian pad; news box

obstructions; gap between pad, curb or sidewalk; and or parking is allowed at the stop. Mr. Ochia stated that inaccessible bus stops make it difficult for older adults and customers with disabilities to use the accessible fixed route service. Therefore, all new bus stops must meet accessibility guidelines for design and placement as set by the ADA.

Mr. Ochia discussed the Bus Stop Accessibility Referral form. He indicated that the referral form was designed to gain feedback from customers on inaccessible bus stops in each jurisdiction. When inaccessible bus stops are identified, Metro's Office of Bus Planning partners with the affected jurisdiction to correct the issue. Staff in Metro's Office of Eligibility Certification use the form to identify inaccessible bus stops when travel training customers. The subcommittee requested information on inaccessible stops submitted by eligibility customers by jurisdiction. Mr. Ochia will provide the follow-up information.

The BRS recommended that once a Bus Stop Accessibility Referral form is completed by a customer, a response should be provided. The Subcommittee also recommended that feedback include contact information of the jurisdiction representative. This would allow customers to play a role in advocating for the appropriate changes to the inaccessible bus stop.

The Subcommittee also discussed the Bus Stop Enhancement Program. Mr. Ochia indicated that bus stop upgrades can consist of installing or widening the concrete landing pad which allows people using mobility devices to maneuver at the bus stops. Other common upgrades include installing curb ramps, connector sidewalks, Braille signage and new bus stop information boxes for schedules. Mr. Ochia reported that bus stop improvements will begin at Metrorail stations and then will be conducted system wide.

Mr. Ochia reported that the New Freedom Grant provides funds to upgrade bus stops. He indicated that the enhancements will improve accessibility at approximately 150 bus stops, and each stop will include real-time

information systems. The upgrades will commence in fixed route locations where ease of access can improve service for all customers, including MetroAccess customers.

The Subcommittee expressed an interest in MetroAccess bus stops. Regina Lee stated that MetroAccess bus stops should be placed in areas so drop-off and pick up points cannot be misconstrued (i.e. at hospitals, churches and airports). The BRS recommended that this issue be referred to the MetroAccess Subcommittee for review.

Mr. Christopher Colbert, Operations Manager, Office of Eligibility Certification, provided an update on Metro's Travel Training Program. He reported travel training and outreach is now part of the Office of Eligibility Certification. This realignment has enhanced services by providing a direct referral system to travel training services, providing immediate feedback on the travel training process and an improved paratransit eligibility assessment of customers.

Additionally, the in-house travel training program is augmented by travel trainers at the Centers for Independent Living (CIL) in each jurisdiction. Through a grant, the CILs program has worked in the community to create flexibility and independence for customers with disabilities who use MetroAccess. Mr. Colbert reported that a Request For Proposal (RFP) to extend travel training beyond the grant is under review. The program will have the same level of effort as currently accomplished by the grant and will provide satellite offices for the issuance of Metro's Reduced Fare Program cards. Mr. Kent indicated that the contracts will soon be awarded. The Subcommittee requested an update on the RFP at the February 13, 2012 meeting, and Mr. Kent agreed.

The Subcommittee expressed an interest in the outreach by the Office of Eligibility Certification with schools, post-secondary institutions, veteran groups and senior citizens. Mr. Kent reported that the outreach program is still a major part of the program.

The Subcommittee has partnered with members of the disability community and staff to develop a Station Lighting Work Group to address the lighting issues in the Metrorail system. The Station Lighting Work Group will meet on February 13, 2012 directly after the BRS meeting. The Work Group will be chaired by Marilyn Lutter.

Subcommittee Work Plan

The Subcommittee reviewed its work plan priorities and agreed to remove the JCC from its work plan and added an update on railcar maintenance as a result of the recent railcar maintenance issue.

New Business

No new business was introduced.

The meeting was adjourned at 6:00 p.m.

Attachment: Work Plan