



# AAC

## Accessibility Advisory Committee

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

### **BUS AND RAIL SUBCOMMITTEE MINUTES: SEPTEMBER 12, 2011**

In attendance: Debbie Brown (Vice-Chair), Marilyn Lutter, Phil Posner, Elver Ariza-Silva, Michelle Clark, Doris Ray, and Patrick Sheehan. Christian Kent, Glenn Millis, Frank Roth, Rikki Epstein, Rayann Otto Anderson, and B. Moore Gwynn represented the Department of Access Services.

#### **Call to Order**

Vice-Chair Brown called the September 12, 2011 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 September 12, 2011 agenda and the August 8, 2011 and June 28, 2011 minutes.

#### **Status of Action Items from August 8, 2011 Meeting**

Mr. Paul Bumbry, Superintendent of Metrorail Station Operations, discussed the Passenger Information Display System (PIDS). He indicated that PIDS information is consistent with messages announced over the PA system, media hotline, and e-alerts in the Metrorail system. PIDS display information on elevator outages, service disruptions, next train arrival, and special events to 114 mezzanines and mini-mezzanines in the Metrorail system.

The Subcommittee discussed the delay in posting information on the PIDS and the difficulty hearing train announcements that occur in tunnels and not at stations. Mr. Bumbry reported that elevator outage information is displayed on the PIDS every three minutes and is also broadcasted by Train Operators. He stated that major service disruption messages are also displayed for three minutes until the incident is resolved and can override next train arrival or elevator outage information. The Subcommittee suggested that elevator outage announcements on the PIDS should include whether it is the platform or street level elevator. Mr. Bumbry indicated that he will follow-up on all of the recommendations and will provide feedback to the Subcommittee.

Mr. Bumbry reported that information on service disruption is displayed by the color of the line affected, reason for the delay and location in the Metrorail system. The Subcommittee suggested that contrast of colors be researched for information displayed on the PIDS. Mr. Bumbry indicated that he will follow-up on all of the recommendations and will provide feedback to the Subcommittee.

Mr. Bumbry reported that to ensure trains stay on schedule occasionally trains pass stations in the Metrorail system. He indicated that station skipping is not done at transfer or core stations and not late at night. Mr. Bumbry stated that announcements that a Metrorail station will be skipped are made prior to the station that will not be serviced. The Subcommittee suggested that announcements of skipped stations be performed at least two stations prior to the affected station and that the announcement be made at the platform, as well as in the tunnels.

Mr. Lendy Castillo, Manager of Customer Relations, discussed the Metro complaint process. He reported that complaints, commendations, questions or suggestions can be filed electronically, by telephone and by mail. Mr. Castillo indicated that complaints are processed and given a case number in the Customer Relationship Management (CRM) system.

The Subcommittee discussed the type of information required to file a complaint and indicated that the online comment form system was too cumbersome for people with certain disabilities. Mr. Castillo reported that vehicle information, date, time of travel, and other detailed information are important to facilitate a full investigation of customer concerns.

The Subcommittee also discussed follow-up procedures after a complaint has been reported. Mr. Castillo reported that the Office of Customer Relations partners with the appropriate Department to resolve the issue. He indicated that certain complaints warrant a full investigation, response letter or returned phone call, while other information in response to a complaint is more readily available and provided in realtime. The Subcommittee indicated that further discussion is needed with the Departments that investigate the complaints.

Mr. Kent stated that there is a gap between customer expectations and what Metro provides. He indicated that Metro has a company-wide customer service initiative with the goal of improving the customer experience. The Subcommittee agreed to provide recommendations on best practices regarding customer service and accessibility related to Metrobus and Metrorail.

### **Subcommittee Work Plan**

The Subcommittee reviewed their work plan priorities and agreed to add a presentation from the Bus Department on the customer complaint process to the October 11, 2011 meeting agenda. This item was also added to the BRS work plan. The Subcommittee indicated that they would also like the presenters from Metrorail and Customer Relations to attend the October 11, 2011 meeting. The BRS received written monthly reports on Travel Training and Ridership, Elevator Status and the Accessible Bus Summary.

### **New Business**

No new business was introduced.

The meeting was adjourned at 6:15 p.m.

**Attachment: Work Plan**