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## Accessibility Advisory Committee

### **METROACCESS SUBCOMMITTEE REPORT: April 16, 2012**

#### **Call to Order**

Committee members Mr. Paul Semelfort (MetroAccess Subcommittee Chairman), Mr. Tappan Banerjee (MetroAccess Subcommittee Vice-Chairman), Dr. Phil Posner, Mr. Patrick Sheehan, Ms. Michelle Clark, Ms. Regina Lee, Ms. Marilyn Lutter, Mr. William Staderman, Ms. Carolyn Bellamy, Ms. Doris Ray, and Mr. Georges Aguehoude, were present.

#### **Approve March 2012 Meeting Report**

The March 2012 meeting report was approved without amendments.

#### **Approve April 2012 Agenda**

The April 2012 agenda was approved without amendments.

#### **Customer Service Report, Outreach and Staff Recognition**

Ms. Allison Anderson of MV Transportation stated that all of the public comments submitted at the previous Subcommittee meeting have been addressed. Detailed descriptions and resolutions can be found at [http://www.wmata.com/accessibility/advocacy\\_policy/subcommittee.cfm](http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm) under the April 2012 meeting heading.

Ms. Anderson reported her attendance at two outreach events to provide information to customers, family members, and support staff regarding MetroAccess. Ms. Anderson, along with Ms. Bellamy, Mr. Robinson, and Ms. Mack visited Fresenius Medical Care and Dialysis Center in Lanham, MD. Ms. Anderson and Mr. O'Reilly attended the Reston Senior Transportation Fair in Reston, VA.

Ms. Anderson and Mr. Leland Petersen then recognized two MetroAccess operators and one dispatch agent. A fourth employee to be recognized was unable to attend. A brief description of the individuals recognized can be found in the accompanying document titled "Employee Recognition Bios" located under the April 2012 meeting heading at [http://www.wmata.com/accessibility/advocacy\\_policy/subcommittee.cfm](http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm).

## **Fare Discussion**

Mr. Kent gave an overview of the information and proposals that were presented to the Board of Directors from the Accessibility Advisory Committee. Mr. Kent explained that the Board of Directors Finance and Administration Committee met on April 12, 2012 to discuss the Metro fare policy.

Mr. Kent went on to explain that the General Manager revised the original proposed budget and retracted the proposed increase of the maximum fare to seven dollars and forty cents. The previously proposed increase was driven by the increase in the consumer price index, which is the basis for the proposed increase in fixed route fares. Following input received at the public hearing in February and March, Mr. Sarles decided to leave the maximum fare on MetroAccess at the current rate of seven dollars. The Finance and Administration Committee had some discussion regarding the new proposal and tentatively agreed to keep the maximum MetroAccess fare at seven dollars.

Mr. Kent then explained the history of MetroAccess fare policy and the anticipated impact on the customer should the proposed budget be approved. He noted that the full Board of Directors will meet on April 26, 2012. During this meeting, the Finance and Administration committee will submit their recommendation that the Board approve the General Manager's budget. The Board will have a final vote on the fare policy at this meeting.

The Subcommittee had extensive discussion and commentary related to this news, and resolved to continue to pursue measures to impress upon the Board and Mr. Sarles the need for a revision in the current MetroAccess fare policy and rates.

The Subcommittee approved a motion asking that the Board adjust the MetroAccess fare policy to comply with the Board's fare policy principles. The motion also requested that the Board approve a fare charge to the lowest calculated fare that exists during the thirty-minute trip pick-up window.

Mr. Kent described the development of a MetroAccess fare calculator, to be placed on WMATA's website, that will allow customers to shop for a trip with a pick-up time and fare that best meets their need. Mr. Kent said that the product will be demonstrated at the next Subcommittee meeting in May 2012. The Subcommittee noted that the fare calculator's availability online will not help those customers who do not use the internet.

### **RFP Open Discussion**

Mr. Kent stated that the development and refinement of the RFP continues. He stated that the recommendations from the Accessibility Advisory Committee, town hall meetings, focus groups, meetings with interested vendors, and peer transit/paratransit properties has been incorporated into the document. A summary of the recommendations that were incorporated will be presented at the next Subcommittee meeting. Themes and concepts will be shared but not actual contract language as it is not permitted during the procurement process.

### **Public Comment**

There were nine public comments made pertaining to vehicle wait time, issues with the website and phones in the calls center on specific dates, number of vendors for new contract, taxi usage for MetroAccess, and No Shows.

Please refer to the Complaint Resolution Report under the May 2012 heading at [http://www.wmata.com/accessibility/advocacy\\_policy/subcommittee.cfm](http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm) for detailed descriptions and resolutions of the public comments.

**Meeting adjourned at 6:08pm**