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## Accessibility Advisory Committee

### **METROACCESS SUBCOMMITTEE MEETING MINUTES: December 17, 2012**

In attendance: Paul Semelfort (Chair), Denise Rush (Vice-Chair), Dr. Tapan Banerjee, Kristen Barry, Carolyn Bellamy, Regina Lee, Marilyn Lutter, Dr. Phil Posner, Doris Ray, and Patrick Sheehan.

#### **Call to Order**

Vice-Chair Rush called the MetroAccess Subcommittee (MAS) meeting to order at 4:03pm.

#### **Review of December 2012 Agenda**

The December 2012 meeting agenda was approved.

#### **Review of November 2012 Meeting Report**

The November 2012 meeting report was approved.

#### **Customer Service and Outreach Report**

Allison Anderson, MV Transportation, stated that all of the public comments submitted at the previous MAS meeting have been addressed.

Ms. Anderson reported that there were no outreach events in November. She reported that fiscal year-to-date 318 individuals have been educated about the MetroAccess service.

#### **Michael Wilson Staff Recognition Award**

Ms. Anderson and Leland Petersen, MV, recognized Joel Ross as the Michael Wilson Staff Recognition Award winner. A detailed description of Mr. Ross' accomplishments can be found in the accompanying document titled "Michael Wilson Staff Recognition Award" located under the December 2012 heading at [http://www.wmata.com/accessibility/advocacy\\_policy/subcommittee.cfm](http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm).

MV Transit and the MAS recognized Ms. Anderson and Ms. Bellamy for their service and dedication to MetroAccess and the customers it serves. Dr. B. Gwynn Moore was recognized for her work with the Accessibility Advisory Committee.

#### **Transition to New Paratransit Contract Discussion**

Christian Kent, AGM, Access Service, provided a background of how the transitions from previous paratransit contracts have evolved into where MetroAccess is currently. He urged MAS members and the public to attend Accessibility Advisory Committee (AAC) meetings as well as the MAS meetings over the next few months to stay abreast of what is occurring with the current transition, as well as to offer feedback and opinions.

Dan O'Reilly, Director, MetroAccess, discussed the new business model for the new contract. He explained the differences between the new model and the current model. He outlined the methods of disseminating information to MetroAccess customers and the role of the AAC. Mr. O'Reilly addressed a list of likely questions MetroAccess customers would have in reference to the transition. Please refer to the accompanying document titled "The future of MetroAccess" located under the December 2012 heading at

[http://www.wmata.com/accessibility/advocacy\\_policy/subcommittee.cfm](http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm).

MAS members asked questions related to the following aspects of the transition:

1. Scheduling and assignment of trips between contractors;
2. The role of the Quality Assurance contractor;
3. Who will oversee the MetroAccess (WMATA) staff tasked with ensuring that ADA standards are met;
4. What would prevent a contractor from acquiring all areas of the contract;
5. How long will it take for the contractors to be in place;
6. Changes and revisions of the MetroAccess Customer Guide;
7. The period of performance;
8. How will MetroAccess ensure that contractors accept MetroAccess trips over higher paying entities;
9. The number of full-time employees that will be hired;
10. How will customers receive real time information; and
11. Is contractor pricing firmly established.

The following answers to the questions were provided:

1. WMATA staff will manage the template/run structure. Runs will be assigned to a contractor based on their performance;
2. The Quality Assurance contractor will partner with WMATA staff. The information received related to quality assurance will be reviewed and shared with the AAC, which reports to Metro's Board; con't
3. WMATA staff will share Quality Assurance data with the AAC for review as well.
4. WMATA will consider all proposals from transit companies who wish to obtain portions of the contract, but not the entire contract. WMATA's position is to make each contractor independent of the others.
5. The new contractors will be completely installed in approximately six months.
6. Any suggested changes to the door to door policy and the MetroAccess Customer Guide should be made as soon as possible so that the new contractors are aware of the policies.

7. The current taxi providers are given trips the night before their actual trips, and accept trips when MetroAccess is running behind. These are the type companies that will WMATA will continue to partner with.
8. Mr. Kent stated that staff from other WMATA offices will be utilized to assist in the transition of the contract with the possibility of hiring more staff once the contract is awarded and a determination of the specific need is assessed.
9. New technology being proposed by the new contractors is still being evaluated by WMATA.
10. The contract is a fixed priced contract.

A MAS member commented that this new model will require a greater need for coordination between reservations, dispatch, and service delivery. Another committee member expressed a concern of having separate contractors for the Call Center and service delivery. Mr. O'Reilly stated that strong linking between these areas is required under the current service model, which is a fully integrated system documenting the journey from eligibility to the call center through service delivery. Mr. Kent added that having service delivered through multiple contractors is not new to MetroAccess, given that current dispatch staff has worked and communicated with subcontractors for many years.

The set performance standards will dictate the penalties and incentives shared by the contractors. Mr. O'Reilly stated that this builds a team of contractors who will work together for the benefit of the customers.

**Public Comment**

Customers made comments related to communication between contractors, driver training, service oversight, overall uniformity, customers not having information regarding which taxi company is picking them up, add-on's, no-shows, drivers waiting on the wrong side of the street, early arrival of a vehicle, and issues with the calculation of the Fare Calculator.

Please refer to December's Complaint Resolution Report at located 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 5:57pm**