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## Accessibility Advisory Committee

### **METROACCESS SUBCOMMITTEE REPORT: February 21, 2012**

#### **Call to Order**

Committee members Mr. Paul Semelfort (MetroAccess Subcommittee Chairman), Mr. Tappan Banerjee, Ms. Michelle Clark, Ms. Regina Lee, and Ms. Doris Ray were present.

#### **Approve January 2012 Meeting Report**

The January 2012 meeting report was approved without amendments.

#### **Approve February 2012 Agenda**

The February 2012 agenda was approved without amendments.

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

Ms. Anderson stated that all of the questions and concerns raised during the public comment portion of the previous Subcommittee meeting have been addressed.

Ms. Anderson reported her attendance at three outreach events during which she provided information to customers, family members, and support staff regarding MetroAccess. The three sites visited were Largo Landing Senior Housing in Largo, MD., Providence Hospital Dialysis Center in NE Washington, D.C., and Radiant Valley Civic Association in Landover Hills, MD.

Ms. Anderson of MV Transportation recognized one operator. A brief description of the individual recognized can be found in the accompanying document titled "Employee Recognition Bios" located under the February 2012 heading at [http://www.wmata.com/accessibility/advocacy\\_policy/subcommittee.cfm](http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm).

#### **MetroAccess Fare Media Exchange Update**

It was noted that MetroAccess token, farecard, and voucher exchange has been set for February 23-24 at the Metro headquarters and Metro Center sales offices, and March 15-16 at the Pentagon and Metro Center sales offices. He explained that exchange information is now available on the MetroAccess website as well as on the IVR. Flyers detailing the exchange will be posted on all MetroAccess vehicles.

### **AAC Formal Fare Policy Recommendation to Board & Public Hearing Update**

Mr. Kent reported that Mr. Sheehan will attend the upcoming Board meeting scheduled for February 23, 2012, to discuss the two recommendations regarding MetroAccess fare policy put forward by the AAC. The two recommendations are:

- 1) A two-level flat fare of \$4 and \$4.80.
- 2) A fare twice the cheapest comparable fare on bus and rail.

Mr. Kent noted that staff could not support the two-level flat fare recommendation as it would result in some customers being charged a fare higher than allowed by the Americans with Disabilities Act.

Mr. Kent explained the Public Hearing docket saying that it does not preclude the Board's consideration of AAC recommendations, and that the Town Hall meetings will be excellent opportunities for the disability community to offer input.

### **Customer and Consultant Recommendations: Actions taken on Reilly Report and Town Hall Feedback**

Mr. Comfort gave an overview of the actions taken by MV to improve service based on the suggestions from consultant Pat Reilly and public input from the town hall meetings that took place in Fall of 2011. Mr. Comfort highlighted improved background checks, driver training, and actions to decrease late pick-ups.

Ms. Ray recommended a motion to commend both MV and MetroAccess for their efforts in addressing the concerns of the AAC and the public. The motion was accepted and moved to the full committee.

### **Public Comment**

There were six public comments made pertaining to the subjects of E-Z Pay, securement devices, scheduling, public hearings, and web booking. For comment details, please refer to the Complaint Resolution Report located under the February 2012 meeting heading at [http://www.wmata.com/accessibility/advocacy\\_policy/subcommittee.cfm](http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm).

**Meeting adjourned at 6:08pm**