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## **METROACCESS SUBCOMMITTEE MEETING MINUTES: February 19, 2013**

In attendance: Paul Semelfort (Chair), Denise Rush (Vice-Chair), Dr. Tapan Banerjee, Regina Lee, Mary-Jane Owens, Dr. Phil Posner, and William Staderman

### **Call to Order**

Vice-Chair Rush called the MetroAccess Subcommittee (MAS) meeting to order at 4:07pm.

### **Review of February 2013 Agenda**

The February 2013 meeting agenda was amended to include a discussion on the cancellation of the pilot program which reimbursed Accessibility Advisory Committee (AAC) members for trips on MetroAccess when those trips were for the purpose of traveling to AAC-related matters.

### **Review of January 2013 Meeting Report**

The January 2013 MAS 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 she visited Emerson Senior Housing in Bladensburg, Md., and the Seabury Senior Living Community in Tenleytown, Washington, DC. The focus of these events was to provide information to the residents regarding MetroAccess.

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

Ms. Anderson and Leland Petersen, MV, recognized Chris York as the Michael Wilson Staff Recognition Award winner. A detailed description of Mr. York's accomplishments can be found in the accompanying document titled "Michael Wilson Staff Recognition Award" located under the February 2013 heading at [http://www.wmata.com/accessibility/advocacy\\_policy/subcommittee.cfm](http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm).

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

Christian T. Kent, AGM, Access Services, began by stating that there had not yet been any contracts awarded, so there was little information he could share regarding the new MetroAccess contract or Request for Proposal process. He did state that, though there may be new drivers and new companies delivering service, there will be no changes to policy, and the MetroAccess Customer Guide will continue to be the source of policy information regarding MetroAccess service.

Mr. Kent said there have been offers to help with the transition to the new contract from people and organizations who assisted Metro during the transition to this current contract, including the Jurisdictional Commissions on Disability, Council of Governments, Access for All Committee, and National Disability Organization.

Mr. Kent said that Patrick Sheehan, Chair, AAC, suggested opening audio conference lines for people to call with questions about MetroAccess for a period of time. Mr. Kent offered to have a special meeting with AAC members after the announcement of the award, either the AAC as a whole or the MAS. This meeting would be to brief the members on the specifics of the contract awards as well as receive assistance from the AAC on a communication plan.

A motion was made and approved by the MAS to allow the members of the AAC to meet with the new contractors after the award of the contracts.

### **L'Enfant Plaza Metrorail Station Elevator Upgrades**

Mr. Kent made an announcement regarding the upcoming project to upgrade the 3 of the 4 elevators, including the only street elevator, at the L'Enfant Plaza Metrorail station. Dr. Posner asked if the project managers could meet with the Bus/Rail Subcommittee to discuss if the upgrades meet ADA standards. Mr. Kent offered to invite the project managers to attend the Bus/Rail Subcommittee to review elevator accessibility requirements.

### **MetroAccess Customer Service Task Force Update**

Regina Lee stated that the task force completed the "Need to Know MetroAccess Policy Brochure". She noted that customer service telephone numbers are listed in the brochure. The brochure addresses:

- Reservations
- Pick-up window and wait-time
- Door-to-Door service
- Fare payment policy
- Seat belt securement
- Safety issues
- Driver assistance
- Customer rights and responsibilities
- Trip cancellation

The MAS accepted the changes to the brochure. A motion was made and approved to send a copy of the brochure in hard copy and emailed as a PowerPoint presentation to the full AAC for approval.

### **Work Plan**

Dr. B. Moore Gwynn, AAC Coordinator, asked the MAS to update the current work plan and to garner feedback on creating the work plan for fiscal year 2014.

For detailed information on additions or completions of work plan items, please refer to March FY13 MetroAccess Subcommittee Work Plan Status of Recommendations and Actions located at

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

### **New Business**

Chris Colbert, Office of Eligibility Certification and Outreach, reported that new blood pressure cuffs have been received and are in use during eligibility assessment appointments. He also provided information on the process of requesting visitor status when traveling outside of the Washington, DC metropolitan area, which begins with contacting his office well in advance of the customer's travel.

Dr. Posner commented on the cancellation of AAC related travel reimbursement pilot program and suggested sending a letter to Metro's Board of Directors. It was decided to table the discussion until Dr. Posner and Mr. Sheehan had an opportunity to discuss the topic.

Ms. Rush commented on the lack of focus on MetroAccess in the 2025 Momentum plan.

### **Public Comment**

Customers made comments related to issues with the tie-downs, the type of fuel used by the MV1 vehicles, the IVR message regarding distribution of free-trip credits, Posey belt use, eliminating customer comment cards at the MAS meetings, excessive on-board time, and drivers going to the wrong address.

For detailed descriptions and resolutions of the public comments, please refer to the February Complaint Resolution Report located at

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

**Meeting adjourned at 6:00pm**