



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE REPORT: July 16, 2012

Call to Order

In attendance: Paul Semelfort (Chair), Dr. Tapan Banerjee (Co-Chair), George Aguehoude, Carolyn Bellamy, Channele Houston, Regina Lee, Marilyn Lutter, Brian Miller, Dr. Phil Posner, Doris Ray, mDenise Rush, and Patrick Sheehan

Approve June 2012 Meeting Report

The June 2012 meeting report was approved with one correction to the name of the work group Chaired by Ms. Bellamy. Upon motion the name of the work group was changed to the Customer Service Task Force.

Approve July 2012 Agenda

The July 2012 meeting agenda was approved with additions. The Subcommittee asked for an update from the Customer Service Task Force and for a discussion regarding the Accessibility Advisory Committee (AAC) elections.

Customer Service Report, Outreach and Staff Recognition

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

Ms. Anderson reported that, year-to-date, there have been fifteen visits to various establishments within the Metro compact area and 337 individuals have received presentations regarding MetroAccess service. Ms. Anderson noted that she was invited to present MetroAccess information to the United States Patent and Trademark Office.

Ms. Anderson and Leland Petersen then recognized two honorees. A brief description of the individuals recognized can be found in the accompanying document titled "Employee Recognition Bios" located under the July 2012 heading at

http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm.

The Subcommittee made a motion to request data on the distribution of fares for each jurisdiction for each month from July 2011 to July 2012, and to continue each month going forward.

AAC Elections

Christiaan Blake, Acting Director, ADA Policy and Planning, announced that elections of officers for the AAC will take place on August 6, 2012. Nominations were requested for Chair, First Vice-Chair, and Second Vice-Chair. No nominations were put forward.

MetroAccess Bus Stop Signs

Krys Ochia and Scottie Borders, from Metro's Office of Bus Planning, presented an example of a MetroAccess Bus Stop sign. The MetroAccess signs are being installed at the 53 Metrorail stations with bus bays. Mr. Borders also brought attention to the tactile portion of the sign, below the MetroAccess flag, that has the bus stop location identification number written in Braille. The Subcommittee provided feedback, and Mr. Ochia committed to having staff in Bus Planning consider all of the Subcommittee's suggestions for possible adjustments such as bus route information in Braille. Mr. Ochia will report the results of the additional consideration at a future meeting of the Subcommittee.

Customer Service Task Force Update

Ms. Bellamy stated that the Task Force continues to discuss the door-to-door policy. Ms. Bellamy requested others to participate.

MetroAccess Fare Calculator Update

Dan O'Reilly, Director, MetroAccess, stated that the beta version of the Fare Calculator tool is available on the trip booking website. Mr. O'Reilly noted that tool is not yet available for all web browsers at the moment as it is still in the test phase. Christian T. Kent, AGM, Access Services, asked the Subcommittee to provide a report of the pros and cons of the tool to Metro's Board.

Work Plan

The Subcommittee requested a presentation on the open payment system that Metro will be implementing, and for an update on Metrorail station accessibility for wheelchair users. These items have been moved to the Bus and Rail Subcommittee work plan.

Public Comment

Five attendees made public comments pertaining to the following topics: door-to-door policy; complaint response; scheduling; accident response; No-Show and Late cancel policy; new vehicles; bus sign issues; and fare policy. Detailed descriptions and resolutions of the public comments can be found online in the July's Complaint Resolution Report. The report is located on Metro's website at http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm.

Meeting adjourned at 6:22pm