



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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METROACCESS SUBCOMMITTEE REPORT: June 18, 2012

Call to Order

In attendance: Paul Semelfort (Chair), Dr. Tapan Banerjee (Vice Chair), Dr. Phil Posner, Patrick Sheehan, Regina Lee, Dr. William Staderman, Carolyn Bellamy, and Doris Ray.

Approve May 2012 Meeting Report

The May 2012 meeting report was approved with a correction to the spelling of Dr. Banerjee's first name.

Approve June 2012 Agenda

The June 2012 agenda was approved without amendments. There was a recommendation to allow commentary from the Educational Work Group (EWG) during the review of Door-to-Door Policy segment of the meeting.

The Subcommittee agreed to have Mr. Semelfort forward proposed agendas to all Subcommittee members for pre-approval prior to the meetings, with final approval to take place during the meetings.

Customer Service Report, Outreach and Staff Recognition

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

Ms. Anderson reported that she attended two outreach events to provide information to customers, family members, and support staff regarding MetroAccess. The outreach events took place at Edgewood Transportation in NE Washington, DC and at the Congress Heights Senior Wellness Center in SE Washington, DC.

Ms. Anderson and Mr. Leland Petersen then recognized two honorees; Ms. Giovanna Brito and Mr. Koon-Chuang Missana, both serving as Dispatch Agents for MV in the Metro Access Operations Call Center in Hyattsville, MD. Ms. Anderson then announced that Mr. Michael "Mr. Mike" Wilson, MV Dispatch Supervisor, had passed away. There was a moment of silence in honor of Mr. Wilson. The Subcommittee then agreed with a

recommendation from Mr. June to have the staff recognition awards be renamed in Mr. Wilson's honor. A brief description of the honorees and Mr. Wilson can be found by clicking "Employee Recognition Bios" listed under June 2012 at the following [Link](#).

MetroAccess Fare Calculator

Mr. Dan O'Reilly provided an update on the online Fare Calculator tool. Mr. O'Reilly added that the Subcommittee's recommendations are being considered in its development. Metro IT is ensuring that the tool meets all of Metro's standards, and that all security issues are addressed. The application will be completed and delivered in July 2012, and a demo will be made available by the end of June. Mr. O'Reilly will demo a working version of the fare calculator at the July 2nd Accessible Advisory Committee meeting, and he expects that the fare calculator will be made available on Metro's website in late July 2012. The tool will show customers the cheapest and fastest fare available on a minute by minute basis, for 15 minutes before and 15 minutes after the customers' requested pick-up times.

Many questions were asked regarding the use of the fare calculator by telephone; the querying fares using an arrival time instead of a pick-up time; and the possibility of incorporating the tool into the RFP. Mr. O'Reilly informed the Committee that the tool will not address all concerns initially, but will continue to be developed so that it can be made accessible to as many customers as possible. He stated that it will not be addressed in the RFP since the RFP does not address policy issues.

The Subcommittee approved a motion to; 1. Compliment Metro staff on the work already completed related to the fare calculator tool; and 2. Make a request to the Board of Directors to reduce the MetroAccess fare to twice the bus fare until the fare calculator can be utilized by telephone.

RFP Open Discussion

Mr. Christian Kent stated that the RFP was released on June 1, 2012, and that a pre-proposal conference took place on June 12th, which gave interested parties the opportunity to ask questions about the RFP. Proposals are due by August 17, 2012, at which time Metro will begin the evaluation process. The contracts are expected to be awarded around the end of 2012.

Review of Door-to-Door Policy

Ms. Bellamy and Ms. Lee reported that the EWG had met to discuss the door-to-door policy. The purpose was to review details of the policy to determine if there are any changes that can be made to improve service. The group was asked to consider the visually impaired community when discussing the specifics to the door-to-door policy. The group asked that a staff member from MetroAccess attend EWG meetings. The next EWG meeting will be scheduled for July 16, 2012 at 3:00pm. A reminder will be sent to the members of the Subcommittee regarding this meeting.

Work Plan

Mr. Kent acknowledged staff for their work on the MetroAccess Subcommittee report, work plan, and support of the Subcommittee.

The Subcommittee added several tasks to their work plan. The added tasks are listed on the work plan document.

Mr. Don Scruggs, Fleet Maintenance Officer, was introduced to the Subcommittee. Mr. Kent encouraged members to speak with Mr. Scruggs regarding the new MV1 vehicles, and added that Mr. Scruggs will periodically attend Subcommittee meetings to provide updates and receive feedback from committee members on the vehicles in MetroAccess' fleet.

Public Comment

There were three public comments made expressing sadness related to the loss of Mr. Wilson. Those commenting about Mr. Wilson also expressed their desires to have others held to his high standard. Other comments were made regarding progress on the fare calculator; the July 1st fare changes; fondness of the new MV1 vehicles; trip cancellation issues; and reservations issues.

Detailed descriptions and resolutions of the public comments for the month of May 2012 can be obtained by clicking “Complaint Resolution Report” listed under June 2012 at the following [Link](#).

Meeting adjourned at 6:09pm