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## **METROACCESS SUBCOMMITTEE REPORT: March 19, 2012**

### **Call to Order**

Committee members Mr. Paul Semelfort (MetroAccess Subcommittee Chairman), Dr. Phil Posner, Mr. Patrick Sheehan, Ms. Michelle Clark, Ms. Regina Lee, Ms. Marilyn Lutter, Mr. William Staderman, and Mr. Georges Aguehoude, were present.

### **Approve February 2012 Meeting Report**

The February 2012 meeting report was approved without amendments.

### **Approve March 2012 Agenda**

The Subcommittee revised the agenda by postponing the discussion regarding MetroAccess use of the tolled Intercounty Connector. The March 2012 agenda was approved as amended.

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

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

Ms. Anderson reported her attendance at three outreach events to provide information to customers, family members, and support staff regarding MetroAccess. The three sites visited were: The Civic Association of the Woodside Township, Providence Hospital Dialysis Center, and Friendship Arms Senior Center.

Ms. Anderson and Mr. Leland Petersen then recognized six MetroAccess operators. A brief description of the individuals recognized can be found in the accompanying document titled "Employee Recognition Bios" located under the March 2012 heading at

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

### **Public Hearing Feedback**

Mr. O'Reilly stated that there was strong attendance by MetroAccess customers at all of the public hearings. He noted that comments from MetroAccess customers pertained to onboard-time, Rangers, scheduling, travel training, and fares. He stated that a formal summary of all public comments is being prepared

by the Office of the Board Secretary will be submitted directly to the Board of Directors. The report will include comments received at the open forum, as well as by phone and email. Committee members voiced their appreciation for all who attended the hearings.

Several of the Subcommittee members commented that some of the meeting venues should have been more accessible to people with disabilities, with problems including poor lighting, inadequate sidewalks, and parking scarcity. Mr. Kent asked staff to review future public hearing venues to ensure that they are accessible.

### **Customer Information Materials Work Group Report**

Ms. Bellamy stated that a full report will be provided at the April MetroAccess Subcommittee meeting. She noted that the group will address misconceptions that some customers have of MetroAccess.

### **Work Plan**

The Subcommittee requested that updates on the MetroAccess fare calculator and MetroAccess bus stop signs be added to the work plan.

### **Human Service Agencies & EZ-Pay**

Ms. Lee requested the withdrawal of work plan item 2012-16 referencing EZ-Pay use at human services agencies. She stated that after speaking with WMATA staff she does not believe that current human services agencies procedures permit the reimbursement of travel to and from their sites by EZ-Pay.

The Subcommittee asked if it was possible to supply a single EZ-Pay account to an agency from which the fares for all trips to and from the location could be paid. Mr. June stated that the EZ-Pay system does not have that type of functionality and that all EZ-Pay accounts are linked to customer files, not locations.

Mr. Kent stated that Metro remains open to innovative solutions and that his staff would research the subject further.

### **Fare Media Exchange Update**

Mr. June stated that customers exchanged nearly \$6,000 in fare cards and tokens for EZ-Pay credit over four days of fare media exchanges held at multiple locations throughout the MetroAccess service area.

The Subcommittee stated their satisfaction with MetroAccess' placement and timing of notifications of the fare media exchange.

The Subcommittee approved a motion to forward a statement of appreciation for the fare media exchange opportunities facilitated by Metro's Treasurer, Raj Srinath, and MetroAccess staff to the AAC.

### **RFP Open Discussion**

Mr. Kent discussed the current status of the RFP and the incorporation of comments received at town hall meetings, public hearings, and AAC meetings. He stated that the RFP document will be completed and available for release by the summer of 2012.

Mr. Sheehan asked that the full committee have an opportunity to review the RFP document to ensure that it properly addresses the AAC's recommendations. The committee approved a motion to forward a request to review the RFP to the full committee. Mr. Kent will provide further updates on the RFP at the next Subcommittee meeting. He noted that he is not at liberty to disclose the RFP in its entirety until it is complete and released to bid.

### **Public Comment**

There were six public comments made pertaining to reservations, fares, reminder/arrival calls, complaint intake procedures, trip movement, distribution of outdated fare information on MetroAccess vehicles, and appreciation for the fare media exchange. Please refer to April's Complaint Resolution Report 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 6:20pm**