



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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METROACCESS SUBCOMMITTEE REPORT: May 21, 2012

Call to Order

Committee members Mr. Paul Semelfort (MetroAccess Subcommittee Chairman), Mr. Tapan Banerjee (MetroAccess Subcommittee Vice-Chairman), Dr. Phil Posner, Mr. Patrick Sheehan, Ms. Regina Lee, Mr. William Staderman, and Ms. Carolyn Bellamy were present.

Approve April 2012 Meeting Report

The April 2012 meeting report was approved without amendments.

Approve May 2012 Agenda

The May 2012 agenda was approved without amendments.

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. For detailed descriptions, please review the Complaint Resolution Report under the May 2012 heading at

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

Ms. Anderson reported her attendance at five outreach events to provide information to customers, family members, and support staff regarding MetroAccess. Ms. Anderson visited Maryland Choices Community Resources Fair, DC Center for Independent Living, Davita Dialysis in southeast Washington, DC, Fresenius Medical Care and Dialysis Center in Lanham, MD., and the National Council of the Blind of Northern VA.

Ms. Anderson and Mr. Leland Petersen then recognized the excellent work of MetroAccess Reservations agent Ms. Coria Alston. A brief description of the individual recognized can be found in the accompanying document titled "Employee Recognition Bios" located under the May 2012 heading at

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

AAC Participation in MetroAccess Appeals Process

Mr. Glenn Millis explained the appeals process for MetroAccess eligibility. He informed the committee that there is an appeals panel that meets twice a month

to review appeals for applicants who were denied MetroAccess eligibility. This panel includes members of the AAC. He stated that the panel is in need of more participation from AAC members.

Dr. Posner suggested that new members of the AAC attend an appeals panel meeting as part of their orientation.

Ms. Cheryl Spradlin from WMATA Office of Eligibility Certification estimated that five percent of MetroAccess applicants are found not eligible for the service, which is in line with the national average. She noted that the percentage of denied applicants that appeal their denial is very low. She stated that all customers determined to be not eligible receive written notification of their right to appeal and an appeal packet which explains the process.

RFP Open Discussion

Mr. Kent stated that Metro anticipates release of the RFP for the next MetroAccess contract in June 2012. He stated that there will be a pre-proposal conference in June, at which interested bidders can ask questions about the RFP. Proposals will then be submitted by these companies and evaluated by Metro. The evaluation process will last through the end of 2012 and it is anticipated that contracts will be awarded in January 2013.

MetroAccess Fare Calculator

Mr. Kent explained that a web-based fare calculator was presented to the Board of Directors on May 10, 2012. The fare calculator allows the customer to enter trip information and receive the lowest available fare 15 minutes before and 15 minutes after the requested pick-up time. Dr. Posner was asked to represent the opinion of the AAC.

Dr. Posner informed the Board that many MetroAccess customers do not have easy access to the internet. He was informed that staff is working on a customization to the Reservations software that will allow a reservations agent to inform a call-in customer of the cheapest fare available during the reservation process. Mr. Robert Kramer, Chief of WMATA Office of Applications Development & Operations accepted recommendations from the Committee on how to improve the fare calculator.

A motion put forward by Dr. Posner to recognize and thank the Board of Directors, Mr. Kent and WMATA staff responsible for the development of the fare calculator was approved by the Committee.

Public Comment

Two customers provided public comments. The comments pertained to providing operators with maps of area college campuses, trip reservations, late pick-ups, free trip credits, free rides on bus and rail for MetroAccess customers, and recognition of MV's Woman of the Year program.

Please refer to the Complaint Resolution Report for June 2012 for detailed descriptions and resolutions of the public comments. The Complaint Resolution Report can be found at:

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

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Meeting adjourned at 6:06pm