



## Accessibility Advisory Committee

600 Fifth Street NW  
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### **METROACCESS SUBCOMMITTEE MEETING MINUTES: September 17, 2012**

In attendance: Paul Semelfort (Chair), Dr. Tapan Banerjee, Regina Lee, Marilyn Lutter, Patrick Sheehan, Doris Ray, Denise Rush, and William Staderman

#### **Call to Order**

Chairperson Semelfort called the September 17, 2012 MetroAccess Subcommittee (MAS) meeting to order.

#### **Approve September 2012 Agenda and August 2012 Meeting Report**

The September 2012 agenda was approved as submitted. The August 2012 meeting report was approved with amendments. Amendments are noted on the August 2012 Meeting Report located at:

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

#### **Customer Service and Outreach Report**

Allison Anderson, MV Transportation, reported that all of the public comments submitted at the previous Subcommittee meeting have been addressed. Ms. Anderson reported that she had no outreach events during the month of August. She stated that in Fiscal Year 2012 there were 32 outreach events. More than 700 individuals attended those events.

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

Ms. Anderson and Leland Petersen recognized Orlando Phillips as the Michael Wilson Staff Recognition Award winner. A detailed description of Mr. Phillips' accomplishments can be found in the accompanying document titled "Michael Wilson Staff Recognition Award" located under the September 2012 heading at

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

#### **Customer Surveys**

Alison Simon, Director, Customer Research, presented a slide show overview of the MetroAccess Knowledge and Usage Study survey, which was conducted in June 2012. The purpose of the survey was to gain a greater understanding of the knowledge and use of Metro's fixed route services by customers eligible for MetroAccess.

Ms. Simon also detailed statistics regarding customers' understanding of MetroAccess policies. She stated that this information assists staff in focusing

customer communication on policies and procedures that are the least well-known.

The MAS made several comments regarding the clarity of the survey questions presented to the customers. Ms. Simon said she would refine some of the questions using the suggestions provided by the MAS.

### **MetroAccess Fare Calculator Update**

Daniel O'Reilly, Director, MetroAccess, reported that testing and trouble-shooting continues for the MetroAccess Fare Calculator. Mr. O'Reilly stated that the MetroAccess website had to be rebooted on a frequent basis due to technical issues with the Calculator. As a result, the Calculator is not currently available to the public. Metro's IT department is working towards a solution.

Mr. O'Reilly reported that Trapeze is preparing an estimate and work plan to incorporate the Calculator into the reservations and scheduling software, which will allow Reservations staff to provide customers with lowest-fare options. Trapeze estimates that this software update will be completed in the spring of 2013.

Patrick Sheehan commended Metro for pursuing parallel paths of modifying the website to work with the Calculator while incorporating the Calculator into the Trapeze software. He offered assistance of the full Accessibility Advisory Committee to present before Metro's Board anything that would speed the process.

### **Work Plan Approval**

Upon motion, the MAS asked that the Fare Policy Working Group reconvene in October 2012.

The Subcommittee approved the work plan as proposed. Please see "Work Plan" at: [http://www.wmata.com/accessibility/advocacy\\_policy/subcommittee.cfm](http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm).

### **Public Comment**

Customers made comments pertaining to Posey belts, Door-to-Door policy, trip movement, customer boarding times, driver abuse, fare, No Show/Late Cancel policy, vehicle air conditioning, and a compliment of MetroAccess service.

Please refer to September's Complaint Resolution Report at located 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 6:12pm**