



Accessibility Advisory Committee

600 Fifth Street NW
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METROACCESS SUBCOMMITTEE MEETING MINUTES: May 16, 2016

In attendance: Mr. Paul Semelfort (Chair), Ms. Denise Rush (Co-Chair), Mr. Edward McEntee, Ms. Marisa Laios, Mr. Charles Crawford, Ms. Darnise Bush, Dr. Tapan Banerjee, Mr. Elver Ariza-Silva, Dr. William Staderman, Ms. Phillipa Mezile, Ms. Carolyn Bellamy, and Ms. Doris Ray.

Call to Order

Mr. Paul Semelfort called the MetroAccess Subcommittee (MAS) meeting to order at 4:00pm.

Review of May 2016 Agenda

The agenda was approved without amendments.

Review of April 2016 Meeting Minutes

The minutes were approved without amendments.

Customer Service and Outreach Report

Mr. Carlton Brown, Administrative Manager, MTM, discussed the MetroAccess Complaint Resolution Report, outlining the processes employed in resolving five of the complaints brought forth at the April 2016 MAS meeting. He reported all public comments from the previous meetings were addressed.

Tour of MetroAccess Operations Control Center (OCC)

Mr. John Gray, Acting Project Manager, MV Transportation, welcomed everyone and gave a brief overview of the departments and structure within the OCC. He explained the OCC has a 24/7 dispatch operation, employing 60 dispatchers and 30 supervisors, who handle approximately 8,300 to 8,800 trips per day. The Reservations department consists of 55 to 60 reservationists on duty, and they handle approximately 2,300 to 3,000 reservation calls per day. Mr. Gray discussed the role of the Scheduling department, advising that the department utilizes Trapeze routing software to coordinate schedules for the following day. Once the preliminary schedules are set, the team conducts a final review and sends the manifests to each MetroAccess service delivery provider.

Ms. Allison Anderson, MetroAccess Operations Manager, led a tour of the OCC with committee members and WMATA staff.

Dr. B. Moore-Gwynn, Accessibility Advisory Committee Coordinator, Office of ADA Policy & Planning, informed the committee that Q & A related to the OCC tour would take place at the next MAS meeting on June 20.

Comments from the MAS:

Mr. Semelfort requested an update from Mr. Omari June, Director, MetroAccess, in regards to the interactive voice response system (IVR) issue when phones are placed into failover mode.

Mr. June stated that identifying and resolving the IVR issues has been complex and has required the assistance of WMATA staff along with other resources. The new build version of the software has been received, will provide "fail-safe" redundancy, and will be tested to ensure it will resolve the issues. He urged the committee to report any issues once the new build is operational.

Mr. Crawford asked for the expected outcomes of the new system.

Mr. June said there would be increased connectivity that would correct intermittent IVR system failures.

Ms. Laios said she understands it will take some time before the system is fully operational, but she continues to have issues with phone system disconnection.

Ms. Rush said recently she cancelled afternoon trips with an agent early in the morning, but the vehicle still arrived to her location. She asked if it is better to cancel trips via IVR versus a live agent.

Mr. June said use of the automated system is encouraged, but if there are issues with trip cancellation by agents, it will be rectified. He said the process should be seamless, whether by IVR or live call.

Mr. McEntee reported the EZ-Pay system also times out when attempting to input your customer ID and password.

Ms. Anderson assured Mr. McEntee this concern would be investigated.

Ms. Ray asked if a customer who booked a trip with an appointment time will be dropped off first, even though there may be a customer already on board the vehicle who booked with a pick-up time.

Ms. Anderson explained that due to the algorithms within the system, these situations might occur. She said that is the reason a staff review is necessary, to make appropriate changes should they be needed.

Mr. McEntee commended MetroAccess, and specifically the OCC, stating that he has observed the improvements made over the years, but having seen the operation first hand brought clarity to the complexity of the service.

Ms. Bush thanked Ms. Anderson and the staff for a very informative tour.

For detailed descriptions and resolutions of public comments made during the meeting, please refer to the May 2016 Complaint Resolution Report located at http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm.

Meeting adjourned at 5:10pm.