



AAC

Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
202-962-6060

AGENDA
MetroAccess Subcommittee

March 17, 2014, 4:00 - 6:00 p.m.

Please silence your mobile devices.

The audio of this meeting is being recorded and is made part of the public record.

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| 4:00 p.m. | Call to Order |
| 4:05 p.m. | Review of Agenda & Minutes from Prior Meeting |
| 4:10 p.m. | Customer Service & Outreach Reports |
| 4:20 p.m. | MetroAccess Fare Policy – Strategy Meeting |
| 5:00 p.m. | MetroAccess Fare Calculator |
| 5:30 p.m. | Public Comment Period |
| 6:00 p.m. | Adjourn |

Date of Next Subcommittee Meeting:

Monday, April 21, 2014



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METROACCESS SUBCOMMITTEE MEETING MINUTES: February 18, 2014

In attendance: Mr. Paul Semelfort (Chair), Ms. Denise Rush (Vice-Chair), Dr. Tapan Banerjee, Ms. Carolyn Bellamy, Ms. Heidi Case, Dr. Phil Posner, Mr. George Aguehoude, Mr. Elver Ariza-Silva, Ms. Regina Lee, Mr. Patrick Sheehan, Ms. Doris Ray.

Call to Order

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

Review of February 2014 Agenda

The MAS made a motion to add to the meeting agenda a discussion of the letter to the Board regarding fare policy.

Review of January 2014 Meeting Meetings

The minutes were approved without amendments.

Customer Service and Outreach Report

Kimberly Clark, Regional Vice President of Operations, MTM, reported that all public comments from the previous meetings have been addressed.

MetroAccess Employee Recognition

Allison Anderson, Operations Manager, MetroAccess Service, recognized Tyrone Breland as the Michael Wilson Staff Recognition Award winner. A detailed description of Mr. Breland's accomplishments can be found in the accompanying document titled "Michael Wilson Staff Recognition Award" located under the February 2014 heading at http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm.

GPS System on MetroAccess Vehicle

Efon Epanty, ACCS Projects Control Officer, MetroAccess Service, provided an overview of the GPS system used on MetroAccess vehicles. He stated that the system known as Ranger is a mini computer that operators access to receive customer and trip information. The Ranger provides operators point-to-point navigation information to drop off and pick up locations. This information is also utilized by dispatch staff to manage operations. Dispatch relays information to operators through the Ranger, and is able to determine the location of vehicles at all times.

Questions/Comments from the Committee:

1. The GPS system does not provide the most appropriate or direct routing to a location. How often is the software updated?

Omari June, Director, MetroAccess Service, stated that there are some areas of efficiency that need to be addressed. He added that Mr. Epanty is researching other vendors to integrate their real time traffic overlay information.

2. Is there a timeline for the integration? MapQuest should be considered as a tool for integration. The framework should allow operators to report on what they see on the street regarding street closures, accidents, etc.

Mr. June stated that there is no timeline at the moment, but research to locate a tool to integrate is underway. Coordination of the integration will take time as it will require an outside party such as TomTom or Google. This will allow MetroAccess to provide real time and smart phone information to customers. Operators frequently call dispatch to provide information regarding what is going on with traffic or weather, and Dispatch in turn uses the information to relay to other operators.

3. Operators do not scroll to the end of the comments on the Ranger.

Mr. June stated that operators are taught in training to go to the second page of the comments field on the Ranger. He said that the contractors will reiterate to the operators to look at the second page to ensure they have all of the information.

Ms. Anderson commented that the Ranger will only hold sixty-four characters in the comment field therefore it is important for customers to provide the most important information related to their travel.

4. Are customers allowed to give the operator directions?

Mr. June stated that operators are allowed to take an alternate route if they know that a particular route is faster. They are sometimes required to take routes that are different than what the Ranger may provide, including any information they may receive from customers. The operator must make a judgment call regarding utilizing information from customers.

5. Is there a way to put traffic and weather information on the Rangers for operators?

Mr. June said that this is something that is being sought in the new integration.

6. Will the new GPS system be able to pick up construction sites?

Mr. June stated that working with other parties to bring real time information related to street closures and construction is important, and will be a part of the new system.

7. Do all vehicles have paper maps?

Mr. June stated that all vehicles have maps, and operators are trained to read the maps.

8. When you get to a location the vehicle does not say the location is to your left or right. When will there be updates to take into account a new location?

Mr. June said the current software does not provide the most up to date information, which will be sought with the new tools.

9. The suggestion was made to have the jurisdictions provide information regarding long-term construction or street closures in their portions of the MetroAccess service area.

Mr. June requested that Dr. Posner be available to assist Mr. Epanty with that sort of insightful information during the integration project.

MetroAccess Bus Stop in High Density Areas

Christiaan Blake, Director, ADA Policy and Planning, stated that this topic is a follow-up to the work Metro conducted to establish MetroAccess stops at 46 rail stations. The idea is to identify possible locations in high density areas where MetroAccess stops could be installed to help alleviate problems with pick-up locations. Mr. Blake stated that this topic would be added to the work plan of the Bus Stop Accessibility Workgroup chaired by Ms. Lee.

Board Letter Discussion

Ms. Case read the letter drafted by the AAC intended for the Board regarding fare policy.

Questions/Comments:

1. Are all buses calculated in the trip planner?

Christian Kent, Assistant General Manager, Access Service, stated that all regional bus services are considered in the calculated fare.

2. Mr. Kent commented that the letter was very well done. He said, however, that the letter is requesting the Board to direct Metro staff to make changes. He said that the letter should be requesting to have the fare policy changed.

He added that points in the letter that take the focus away from what the issue is and alternatives are should probably be removed. For instance, the Fare Calculator discussion may be a distraction and should not be the focus of this particular letter.

A powerful one page letter is what is needed to explain that customers need relief from the increase in fares. A sentence discussing the Fare Calculator in relation to the calculation of the fare is all that is necessary for the letter.

Mr. Kent suggested addressing the letter to the Chair and the entire Board. He suggested that perhaps the statement should say that though the AAC appreciates Metro's effort to incorporate the fare calculator to help reduce the fare, it did not meet the need to make the fare affordable.

3. A suggestion was made to have an outside impartial group, possibly MTM, audit the efficacy of the Fare Calculator.

Mr. Kent stated that comments regarding the Fare Calculator are irrelevant if the AAC is requesting to reduce fare. He said that MTM's role is to provide quality assurance on the operations of the other contractors, not WMATA.

4. If the bus and rail fare increase is approved, the MetroAccess fare will be increased.
5. The letter should continue to include "seniors" in the descriptor as there is currently an impetus in the District of Columbia to make the District affordable to seniors. The letter currently states the elderly.
6. A comment that the AAC is opposed to a fare increase was recommended.

A motion to accept the letter with suggested changes, removing the Fare Calculator historical information, and including the AAC's opposition to the fare increase was approved.

Public Comments

Comments were received with regard to: scheduling; unprofessional dispatch staff; problems with fare; vehicle routing; dispatch calling wrong numbers; and a customer who feels operators should have customers' phone numbers.

Public Comment from committee members:

Ms. Rush thanked the committee members who attended public hearings. Ms. Case reported issues with her trip to the MAS meeting.

For detailed descriptions and resolutions of public comments made during the meeting, please refer to the February 2014 Complaint Resolution Report located at http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm.

New Business

Dr. B. Moore-Gwynn, AAC Coordinator, announced the recruitment of AAC committee members. She stated that there were seven vacancies, and applications are available.

Committee members asked if those vacancies were assigned to specific jurisdictions and commented that applicants should be required to attend some of the meetings to gain an understanding of the role of a committee member before being considered for a position.

Meeting adjourned at 5:49pm.



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METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION:

Meeting Date: March 17, 2014

Michael Wilson Recognition Award Recipient

Mr. Willie Carter – Base Gate Keeper

First Transit Central Avenue

Mr. Willie Carter has held several positions during his 7.5-year tenure with MetroAccess to include his current position as Base Gate Keeper with First Transit Central Avenue. Mr. Carter consistently ensures every driver properly inspects their equipment and exits the base in a safe and timely manner. Mr. Carter has effortlessly brought his varied operational experiences over the years to execute his base responsibilities with a high degree of professionalism. First Transit management highlights this employee's exceptional work ethic that is admired among his peers. We are pleased to recognize Mr. Willie Carter for his dedication and outstanding commitment to our MetroAccess operators and ridership.



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METROACCESS COMPLAINT RESOLUTION REPORT – FEBRUARY 2014

Accessibility Advisory Committee Public Comment: February 10, 2014

Customer #1

Comment/Complaint: The customer stated her trips lasted too long, and she was spending too long on board the vehicles. The customer stated operators were eating while driving.

Resolution: Ms. Jennifer Weber, MTM Senior Administrative Coordinator, followed up with the customer on February 21, 2014 to determine specific dates that the customer encountered excessively long trips. Investigations were conducted and several trips were found to exceed the applicable fixed route trip length equivalent. In order to find the root cause of this issue, the customer's trips are being monitored to identify appropriate action for resolution.

Customer #2

Comment/Complaint: The customer inquired why the MetroAccess online reservation booking system only gives one travel window option for the customer requested time of travel versus two options being given when customers book travel reservations via phone.

Resolution: Mr. Omari June, Director, Office of MetroAccess Service explained that operating policy dictates that one travel window option is to be given in either case (online or phone). However, if a customer is booking a reservation via phone and is not satisfied with the first option given, they can request an additional check for a second option. He stated a review of the online framework would be conducted.

Customer #3

Comment/Complaint: The customer inquired about the application of applicable fare credits to his EZ Pay account. Additionally, the customer reported that requests for written response to service complaints were not being honored.

Resolution: Ms. Allison Anderson, Operations Manager – MetroAccess Operations Control Center, Office of MetroAccess Service contacted the customer to review fare credit application process and to discuss application of recent fare credits issued. Ms. Anderson also notified the MetroAccess

complaint investigation team of Mr. Shah's request for written response to any future inquiry submitted.

Customer #4

Comment/Complaint: The customer reported that MetroAccess has not been utilizing the correct phone number when trying to contact her in the event of a potential "no show" occurrence. She requests to have this situation resolved.

Resolution: Mr. Christopher Colbert, Operations Manager, Office of Eligibility Certification & Outreach obtained the customer's information and made the correction to the customers file to reflect the requested contact phone number.

MetroAccess Subcommittee Public Comment: February 18, 2014

Customer #1

Comment/Complaint: The customer stated she wanted to know more about trip scheduling and was displeased with the level of professionalism displayed by dispatchers when they spoke with operators. The customer stated she did not understand the fare calculations and hoped to receive more information about that. The customer stated her rides took her out of the way, and she wanted to know more information about why that occurred. The customer stated she wanted to know the outcome and what was being done as a result of her complaints. The customer stated she did not understand why trips were inserted onto routes.

Resolution: Mr. Omari June, Director, Office of MetroAccess Service, stated a staff member would follow up with the customer immediately following the meeting. Ms. Jennifer Weber, MTM Senior Administrative Coordinator, spoke with the customer after the meeting and received more clarity on the particular dates on which incidents had occurred. Ms. Weber followed up with the customer regarding her concerns on February 21, 2014. Ms. Weber reviewed the fare policy with the customer to ensure understanding. She also covered the results of prior complaints levied and the resulting investigation and resolution. Ms. Weber discussed the dispatch process with the customer and explained how dispatchers are responsible for monitoring customers' trips and addressing any potential for delayed pick up. However, Ms. Weber noted to the customer that non-professional communication by dispatch personnel is neither acceptable nor tolerated and encouraged her to report any observed instances of such behavior to MetroAccess.

Customer #2

Comment/Complaint: The customer stated the number on her MetroAccess file was incorrect and the Quality Assurance staff consequently was unable to reach her. The customer stated she had experienced difficulty locating an appropriate appointment time that did not require her to be picked up earlier than she was comfortable with.

Resolution: The customer's new phone number was added to her file as requested. Customers are provided the option of requesting a pick up or an appointment time when booking their travel reservation. If the trip booking is by appointment time, meeting this appointment time may require the customer to be picked up earlier than anticipated due to the shared ride aspect of the service to meet the appointment time request. Ms. Kimberly Clark, MTM Regional Vice President, followed up with the customer on February 20, 2014 to follow up on presented service concerns.



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**FY14 METROACCESS SUBCOMMITTEE WORK PLAN
STATUS OF RECOMMENDATIONS AND ACTIONS**

Item Number or (A)ction	Description	Target Date	Status	Completion Date
2014-08	Transit Accessibility Guide	11/18/2013		
2014-21	MetroAccess Fare Policy	3/17/2014	Strategy Meeting	
2014-22	MetroAccess Fare Calculator	3/17/2014	Q&A	
2014-17	Smart Phone Technology for MetroAccess	4/21/2014		
2014-18	MetroAccess Survey (Update)	4/21/2014		
2014-19	Performance Report	5/19/2014	Contractor On-time performance report	
2014-20	Fare Policy discussion (Update)	5/19/2014		

**FY14 COMPLETED - METROACCESS SUBCOMMITTEE WORK PLAN
 STATUS OF RECOMMENDATIONS AND ACTIONS**

Item Number or (A)ction	Description	Target Date	Status	Completion Date
2014-01	Develop and present MAS work plan for AAC approval	7/15/2013	Completed. Moved to AAC for approval	7/15/2013
2014-02	New contract implementation (Update)	7/15/2013	Completed	7/15/2013
2014-03	MetroAccess Customer Guide (Update)	8/19/2013	Reviewed on 7/15/13; follow-up at the 10/21/13 meeting	8/19/2013
2014-04	New contract implementation (Update)	8/19/2013		8/19/2013
2014- 05	Essential MetroAccess Policies Pamphlet (Update)	8/19/2013		8/19/2013
2014-06	Fixed Route Travel Time Comparability	8/19/2013		8/19/2013
2014-07	MetroAccess Fare Policy Working Group	9/16/2013		9/16/2013
2014-09	Travel Training and Outreach (Update)	9/16/2013	Reference 2013-16 from FY13 work plan	9/16/2013
2014-11	MetroAccess Fare Calculator (Update)	11/18/2013	Completed	10/21/13
2014-10	MetroAccess Performance Report (Update)	10/21/2013	Completed	10/21/13
2014-12	Safety Training – New drivers	11/18/2013	Completed	11/18/13
2014-13	New Paratransit Contractor	12/16/2013	MV Transportation – Overview and Call Center Process	12/16/13
2014-14	New Paratransit Contractor	12/16/2013	MTM – Overview and Quality Assurance Process	12/16/13
2014-15	GPS System on MetroAccess Vehicle	2/18/2014		2/18/14
2014-16	MetroAccess Bus Stop in High Density Areas	2/18/2014		2/18/14



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METROACCESS SUBCOMMITTEE PERFORMANCE REPORT:

March 17, 2014

NUMBER OF REGISTRANTS:

As of January 31, 2013: 28,642
As of January 31, 2014: 32,526
Change: (+ 13.6%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
January 2013:	168,186		145,698
January 2014:	161,438		137,928
Change:	(-4.0%)		(-5.3%)
2013 FYTD:	1,164,921		1,003,012
2014 FYTD:	1,228,015		1,046,196
Change:	(+5.4%)		(+4.3%)

Average Weekday Ridership:

January 2013: 6,476
January 2014: 6,181
Change: (-4.6%)

2013 FYTD Average: 6,603
2014 FYTD Average: 6,937
Change: (+5.1%)

Reservations:

January 2013: 248,570
January 2014: 257,753
Change: (+3.7%)

2013 FYTD: 1,710,692
2014 FYTD: 1,775,934
Change: (+3.8%)

Trips Scheduled:

January 2013:	186,879
January 2014:	187,253
Change:	(+0.2%)
2013 FYTD:	1,282,263
2014 FYTD:	1,342,569
Change:	(+4.7%)

No-Shows (as a percentage of scheduled trips):

January 2013:	2,940	(1.6%)
January 2014:	3,481	(1.9%)
Change:	(+18.4%)	(+0.3%)
2013 FYTD:	22,268	(1.7%)
2014 FYTD:	22,109	(1.6%)
Change:	(-0.7%)	(-0.1%)

Late Cancellations (as a percentage of scheduled trips):

January 2013:	9,419	(5.0%)
January 2014:	15,663	(8.4%)
Change:	(+66.3%)	(+3.4%)
2013 FYTD:	60,387	(4.7%)
2014 FYTD:	68,419	(5.1%)
Change:	(+13.3%)	(+0.4%)

PERFORMANCE OUTCOMES:

Safety - Collisions per 1,000,000 Service Miles:

January 2013:	22.9
January 2014:	31.1
Change:	(+36.0%)
2013 CYTD:	22.9
2014 CYTD:	28.2
Change:	(+23.4%)

Safety - Preventable Collisions per 1,000,000 Service Miles:

January 2013:	6.9
January 2014:	15.3
Change:	(+122.2%)

2013 CYTD:	6.9
2014 CYTD:	13.1
Change:	(+91.4%)

Safety - Passenger Injuries per 1,000,000 Passengers:

January 2013:	5.9
January 2014:	37.2
Change:	(+525.1%)

2013 CYTD:	5.9
2014 CYTD:	19.4
Change:	(+226.8%)

On-Time Performance [Goal = 92.0%]

January 2013:	93.3%
January 2014:	93.3%
Change:	(+0.0%)

2013 FYTD:	92.6%
2014 FYTD:	91.8%
Change:	(-0.8%)

**Percentage of Missed Trips*
(More than 20 minutes late) [Goal = 0.75%]:**

January 2014	0.5%
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**Percentage of Excessively Late Trips*
(More than 20 minutes late) [Goal = 0.75%]:**

January 2014:	1.1%
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*Based on new contract performance measures effective July 1, 2013.

Customer Satisfaction Measure*

(Complaints per 1,000 trips requested) [Goal = 5.0]:

January 2013:	3.2
January 2014:	4.3
Change:	(+35.4%)

2013 FYTD:	3.5
2014 FYTD:	4.6
Change:	(+32.1%)

* Valid complaints only. Determination of validity is continuously subject to WMATA review.

AUTOMATED PROCESSES:

Trips Booked by Internet:

January 2013:	32,242
January 2014:	38,309
Change:	(+18.8%)

Trips Cancelled by Internet:

January 2013:	14,184
January 2014:	16,107
Change:	(+13.6%)

Trips Cancelled by Interactive Voice Response System (IVR):

January 2013:	8,633
January 2014:	9,260
Change:	(+7.3%)

EZ-Pay Transactions and Value Added:

January 2013:	4,515		\$346,047.80
January 2014:	4,763		\$353,260.69
Change:	(+5.5%)		(+2.1%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

January 2014:	\$4.70
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Percentage Paying Maximum \$7 Fare:

January 2014:	24.5%
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