



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
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METROACCESS SUBCOMMITTEE MEETING MINUTES: September 21, 2015

In attendance: Mr. Paul Semelfort (Chair), Ms. Denise Rush (Co-Chair), Ms. Darnise Bush, Mr. Edward McEntee, Mr. Charles Crawford, Ms. Marisa Laios, Dr. William Staderman, Mr. Patrick Sheehan, Mr. Elver Ariza-Silva, Ms. Caroline Bellamy, and Dr. Philip Posner.

Call to Order

Chair Semelfort called the MetroAccess Subcommittee (MAS) meeting to order at 5:00pm.

Review of September 2015 Agenda

The agenda was approved.

Review of July 2015 Meeting Minutes

The meeting minutes were approved.

Customer Service and Outreach Report

Ms. Jennifer Weber, Compliance Auditor, MTM, reported that all public comments from the previous meetings have been addressed.

Ms. Celisse Outlaw, Service Monitor, MetroAccess, reported that there were no outreach events to report for the month. She stated that events and opportunities to provide information to the public were being sought. She asked the committee for assistance by providing names of organizations where outreach events could take place.

Public Comments

Comments received were with regard to: Changing incorrect information on the manifest regarding travel pick-ups or destinations; issue with the geo-coding at a recent event that left customers stranded; concerns about the sustainability study and the difference between conditional and non-conditional eligibility; increasing the number of people able to utilize the Transport DC Program; late trips; trip movement; rude dispatchers; circuitous routing; the need for E-Z Pay for DC taxi program; and a preference for MV1 vehicles.

A question was asked when the MetroAccess Sustainability Study would be discussed by the AAC. Mr. Paul Semelfort, Chair of the AAC MetroAccess Subcommittee, stated everyone on the AAC had a copy of the Sustainability Study. **Mr. Christian Kent, Assistant General Manager, Access Services, stated the study would be presented to the WMATA Board on November 5, 2015, and advised that the study findings have been presented and can be discussed further by the AAC**

at any time. Mr. Christiaan Blake, Director, Office of ADA Policy and Planning, stated his office would work with the AAC Chair to determine how to move forward with this information.

Comments from the MAS

Ms. Bellamy commented about staff texting and talking on cell phones during meetings; customers afraid of retaliation if they complain; drivers departing locations as customers approach the vehicle; and the need for outreach events at churches.

Mr. Kent stated operations staff in attendance of the AAC meetings need to have their phones available to assist with service issues that might arise during the meetings. The operational and complaint statistics suggest the service is improving. Mr. Kent said there were other ways for customers to share feedback, such as through AAC members and customer surveys.

Ms. Rush commented that dispatchers are not managing trips effectively, increasing the length of time customers are on board vehicles. She also commented as to how conditionally eligible customers would be affected by the weather when trip-by-trip conditional eligibility is implemented, and on the lack of space on vehicles. Ms. Laios stated that WMATA should be very cautious before implementing conditional eligibility.

Mr. Kent said the intent of any adjustments was not to stop individuals from using the service. The intent is to remind customers that bus and rail service is available to them and that the free ride benefit serves as an encouragement to consider this option. Any changes would be discussed with the AAC for feedback.

Mr. Ariza-Silva and Ms. Bush commented that subscription trips are cancelled on September 22 for the Papal visit.

New Business

Dr. B. Moore-Gwynn, Accessibility Advisory Committee Coordinator, reminded the MAS that the Hedding Award nomination forms were available. She asked the committee members to pick-up the forms in the lobby.

For detailed descriptions and resolutions of public comments made during the meeting, please refer to the September 2015 Complaint Resolution Report located at http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm.

Meeting adjourned at 6:04pm.