



Accessibility Advisory Committee

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

November 7, 2011

Chair Hudgins and Members of the Board,

It is my pleasure to present you with the Accessibility Advisory Committee (AAC) report for the month of October 2011.

Bus/Rail Subcommittee Report, October 11, 2011

The Bus/Rail Subcommittee (BRS) continued its discussion on Metro's customer complaints and feedback process with representatives from Metrorail, Metrobus, and Customer Relations. Mr. Lendy Castillo, Manager of Customer Relations, discussed the significance of detailed information in order to properly investigate customer concerns in the system. Mr. Leroy Jones and Ms. Ann Carey, Metrobus Directors, Districts I and II echoed the value of detailed information as necessary to identify Metrobus operators, validate complaints, and implement preventive and corrective action protocols. To assist customers with information need to file a complaint, the BRS recommended that bus numbers be added to the series of announcements on the annunciator system.

The Subcommittee also discussed the procedures for complaints filed via telephone and by the online customer comment form. Staff indicated that the fields designated with an asterisk are required to complete the on-line form and all complaints are processed through the Customer Relationship Management (CRM) system. The BRS expressed an interest in the current design of the on-line form and indicated that the form does not translate information properly to reader software used by the blind. The BRS recommended that an accessible version of the on-line customer comment form and a mobile app for Smartphone users be developed. The BRS also recommended that at the end of each customer service telephone call, staff should confirm the customer's preference for a written or verbal response, or whether any response is requested.

The Customer Guide for Metrobus and Metrorail was also discussed. The guide provides information on best practices in the use of fixed route. The BRS recommended that the Customer Guide include information regarding Metro's customer complaint and feedback process. The BRS requested a written response on the concerns related to customer complaints and will report its findings to the AAC.

MetroAccess Subcommittee Report, October 17, 2011

The MetroAccess Subcommittee has completed its work on the FY12 work plan. Mr. Semelfort reported that the Subcommittee's work plan will be presented to the AAC for approval at the November 7, 2011 meeting.

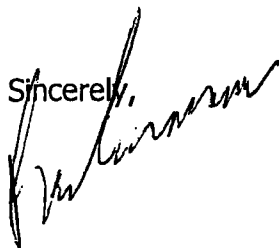
The Safety and Accountability Working Group provided an update on the protocols for guardians during MetroAccess eligibility assessments. Mr. Frank Roth, Director, Office of Eligibility Certification, reported that the form will allow applicants to give consent for assistance and information sharing when applying for paratransit or reduced fare program service. The consent form has been reviewed by staff and the Safety and Accountability Working Group will present the final version to the AAC at the November 7, 2011 meeting.

The Fare Policy Working Group continued its discussion on the structure of the fare policy and how it impacts MetroAccess riders. Dr. Posner reported that the recommendations will incorporate the seven fare policy principles used to guide Metro's new fare policy model in the FY13 budget. The Fare Policy Working Group will report its findings to the AAC at the November 7, 2011 meeting.

Paratransit Contract

Staff provided an update on the focus groups meetings and reported that the meetings will take place as follows; November 7, 2011 in Alexandria, VA at 4pm and 6pm, November 8, 2011 in Washington, DC at 4pm and 6 pm, and on November 9, 2011 in Rockville, MD at 4pm and 6pm. The focus groups will be administered through a combination of facilitated group meetings and in-depth interviews. The groups will be structured from a base of randomly selected customers, various advocacy organizations, and peer transit agencies to provide input on safety, reliability, and customer service. The town hall meetings which supplemented the focus groups concluded in October and feedback received will be reviewed in our November meetings.

Sincerely,

A handwritten signature in black ink, appearing to read "Patrick Sheehan", written over the word "Sincerely,".

Patrick Sheehan
Chairman