

**AAC****Accessibility Advisory Committee**

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

Meeting Minutes: April 4, 2011**Attendees, Review of Agenda and Approval of Minutes**

Mr. Sheehan called the April 4, 2011 meeting of the Accessibility Advisory Committee meeting to order at 5:30 pm. Eleven members were present: Patrick Sheehan (Chairman), Phil Posner (Vice-Chair), Julius Fleischman, McKinley Young, Elliott Lapin, Carolyn Bellamy, Marilyn Lutter, Emily Lucio, Tapan Banerjee, Tom Dowling, Darrell Drake, Paul Semelfort, Michael Brownell, Susan Holland and Debbie Brown. Joyce Callahan was absent. The March 7, 2011 minutes were accepted without any amendments.

Mr. Kent presented the committee with new reporting formats for meeting minutes and the report to the WMATA Board of Directors. Mr. Kent explained that the Board will get only the AAC Report; however, the committee will receive the Bus/Rail Accessibility Subcommittee meeting minutes, MetroAccess Subcommittee meeting minutes, AAC meeting minutes and AAC Report to the Board signed by the Chair. The committee agreed that their documents should be posted online.

Mr. Kent stated that these reports have been created for the purpose of consolidating information and the report is meant to allow the Committee to prioritize the items the Committee wants the Board to pay attention to. The meeting minutes will contain a table listing the status of recommendations and actions made from each monthly meeting for tracking purposes and items will remain until the task/issue has been addressed.

Customer Comments

Comments were offered about Metrobus safety and the slowness of responses when customer complaints are filed about safety. Several customers commented about the new MetroAccess fare structure. Creation of a Customer Issue Checklist, A2011-01 and a budget briefing by Metro's Chief Financial Officer respond to these comments.

MetroAccess Subcommittee Report

Mr. Semelfort presented the Committee with an overview of the topics discussed during the March 28, 2011 MetroAccess Subcommittee meeting. Discussions included the MetroAccess contract with MV Transportation and the MetroAccess No-Strand policy. Mr. Kent explained the options of how the subcommittee can be involved in the MetroAccess contract renewal process. Review, possible financial implications on MetroAccess service and next steps were addressed. The Subcommittee requested more information and to discuss the matter further.

The recommendation from the MetroAccess Subcommittee to the full Committee is to support exercising the MetroAccess contract option to extend MV Transportation's service of MetroAccess for the next two years and that the full Committee be consulted and advise Metro on the Request for Proposal (RFP) process for paratransit service. The motion passed unanimously. Mr. Posner added that Mr. Kent confirmed that there will be an RFP as well as a Request for Information (RFI) for paratransit service available to the full Committee to review.

Bus/Rail Subcommittee Report

The Committee voted to change the name of Metro Is Accessible Subcommittee to the Bus/Rail Subcommittee and will now hold public meetings the last Tuesday of each month, from 4:00 pm to 6:00 pm in the Lobby Level Meeting Room of the Jackson Graham Building. Ms. Holland, Chair of the Bus/Rail Subcommittee, explained that the Subcommittee will continue to support the Travel Training program but the Subcommittee will provide more focus on leveraging fixed route accessibility for the disability community. Examples of projects that the subcommittee will pursue are: 1) reviewing the progress of the bus stop improvements to include inviting jurisdictions to the subcommittee meetings; 2) reviewing and recommending improvements for rail system announcements; and 3) reviewing and recommending rail signage and lighting improvements.

A question was raised as to why there are so few members of this subcommittee and if more Metro staff can be in attendance during these meetings due to the increased work scope. Mr. Kent explained that the purpose of the change in the Bus/Rail subcommittee structure is to leverage fixed route accessibility for the disability community. Mr. Kent confirmed that more Metro staff will be on hand at the Bus/Rail Subcommittee meetings, including the ADA Programs Director, Glenn Millis. Mr. Posner recommended that any new members appointed to the AAC be informed of their expected participation in each of the Subcommittees.

Budget Presentation

Carol Kissal, DGM, Administration presented the Committee with an overview of Metro's budget expressing that the Committee's perspective will be very critical in moving forward with the budget. Ms. Kissal explained that most of Metro's operating budget is labor costs: employees who run the bus and rail services, employees who maintain equipment, etc. Operating costs are recovered through fare revenue - 80% of Metrorail's cost is recovered through the fare box while cost recovery for Metrobus is 28% - 30%. MetroAccess cost recovery is 5.6%. The remainder is obtained through subsidies by local jurisdictions. The General Manager proposed adjusting service levels and/or subsidy increases to address a FY2012 \$72 million shortfall. Since the Board has

decided to limit fare increases to every other year, the jurisdictions will have to choose to either to increase their subsidy and/or make service cuts. An emergency Board meeting will be held this Thursday, April 7th.

Questions and comments were received regarding DC Circulator service. Metro personnel are working with the DC Circulator to see if changes will impact Metro routes. Recommendations the Committee previously made regarding the 7000 series railcars were discussed and Ms. Kissal stated that there are no upcoming budget impact on the 7000 railcars as Metro has a funded contract with Kawasaki.

Mr. Kent explained to the committee that the MetroAccess RFP and business model will be presented to the committee before a decision is made regarding the next contract. Mr. Semelfort suggested that MetroAccess research the workings of the New York paratransit system which currently utilizes taxi service for paratransit and the service is also available 24 hours a day.

Mr. Dowling expressed concerns about bus fareboxes. Ms. Kissal verified that there are existing issues with the fareboxes which became apparent when new software was implemented last July. Farebox issues are being addressed and the fareboxes are being restructured. Additionally, Mr. Brownell expressed concerns about the remote service gates on Metrorail. Mr. Kent commented on service gates, fare evasion and that the matter is being addressed in the capital budget.

Communications Protocol: Part II of Committee Member Orientation

Mr. Kent proposed that the MetroAccess Subcommittee allow an "open forum" as opposed to the public comment period, for those individuals who have come to voice service-related concerns, (for example, fare policy, late trip, etc.). There will be a sign-up for the forum which would include the discussion subject. The benefit of conducting a forum instead of taking comments individually is to allow open dialogue between the public and the subcommittees on issues of common interest.

In an effort to assist in the implementation of the open forum, Mr. Posner made a motion that any individual issues regarding personal service on bus, rail, or paratransit be referred to staff and any issues that affect the entire service, (e.g. fare policy, safety, etc.) be addressed in the open forum. It was recommended that a checklist be created to keep track the issues/concerns that customers bring to the subcommittee's attention. The Committee voted and the motion passed unanimously.

The Committee voted to amend the Committee report to include the Committee's recommendation regarding the MetroAccess contract extension in the Chair's report to the Board. Mr. Sheehan requested that the new committee report and minute formats

be approved and that they be posted on Metro's website. The Committee voted to approve the new documents and to post them on the WMATA website.

Meeting adjourned: Meeting was adjourned at 7:51 p.m.

Status of Recommendations and Actions

Action#	Issue	Meeting Date	Status
A-2011-01	Customer Issue Checklist	4/4/2011	Approved
A-2011-02	Support of MetroAccess Contract Extension	4/4/2011	Approved
I-2011-01	Fare collection research	3/7/2011	Complete
I-2011-02	CFO Budget Update	3/7/2011	Complete
I-2011-03	Launch ELIG safety working group	3/7/2011	Pending
I-2011-04	SECT/AAC Training	3/7/2011	Complete
I-2011-05	Revised procedure for publishing minutes	3/7/2011	Pending
I-2011-06	Research closed captioning of Board meetings	3/7/2011	Pending
I-2011-07	NYC Transit taxi service	4/4/2011	Pending
I-2011-08	Inform public of new open forum	4/4/2011	Pending
I-2011-09	Post report and minutes online	4/4/2011	Pending