



Accessibility Advisory Committee

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

Meeting Minutes: October 3, 2011

Attendees, Review of Agenda, and Approval of Minutes

Chairman Patrick Sheehan called the Accessibility Advisory Committee (AAC) meeting to order at 5:30 pm. Present: Patrick Sheehan (Chairman), Phil Posner (Vice-Chair), Darrell Drake, Tapan Banerjee, Paul Semelfort, Debbie Brown, Michelle Clark, Regina Lee, Doris Ray, Elver Ariza-Silva, Susan Holland, Marilyn Lutter and Emily Singer Lucio. Not present: Carolyn Bellamy, David Winser and Brian Hurley. The September 6, 2011 agenda and minutes were approved. The Chairman's report to the Metro Board dated September 6, 2011 was approved with corrections.

Public Comments

A comment was made regarding MetroAccess drivers who 'no show' customers who say they are in a proper location waiting to be picked-up. Staff reported that automated arrival calls are made to the telephone numbers customers provide to receive a "van has arrived" phone call. Drivers perform door-to-door service which includes going to and knocking on doors or residences and dispatchers call all telephone numbers on the profile prior to the authorization of a 'no show'.

Status of Action Items from Previous Meetings

Ms. Carol Dillon Kissal, Deputy General Manager Administration/Chief Financial Officer, provided a review of Metro's Fare Policy for Metrobus and Metrorail. She indicated that the current fare structure is complex and difficult for some customers to determine the proper fare. Fare models under consideration to replace the current system include express bus routes, an integrated transfer system, a zone system, a flat fare system and a combination of monthly and weekly passes for Metrobus and Metrorail.

Ms. Kissal discussed seven fare policy principles that would guide the new fare policy model. The fare models would also incorporate various types of fare marketing/media formats that include mobile phone applications; credit and debit card payments and other types of currency; and possibly eliminating other models such as peak-of-the-peak fares. Each model will undergo a Title VI Civil Rights compliance analysis; have a high social equity balance, promote seamless travel between each of the transportation modes; and have a neutral revenue component. Ms. Kissal reported she will make a presentation in mid-October to the Metro Board on the FY 2013 budget and the proposed fare policy.

The AAC discussed its work on the MetroAccess fare policy and expressed an interest in the correlation between the increased fares on bus and rail and the impact on paratransit fares. Ms. Kissal stated that MetroAccess fares are based on the fixed route

fare structure. Metro's Board reviews fare policy every two years and the proposed models do not necessarily imply that there will be a fare increase. The AAC has requested that the seven fare policy principles be distributed to the Committee. The AAC recommended that the fare policy discussion regarding Metrobus and Metrorail be remanded to the Bus/Rail Subcommittee.

Bus Rail Subcommittee Report

Susan Holland reported that the Subcommittee discussed information on the Passenger Information Display System (PIDS), when trains skip stations and also train operator announcements in the Metrorail system. Mr. Paul Bumbry, Superintendent of Metrorail Station Operations presented on the process of displaying information on the PIDS. He indicated that major service disruption messages are displayed every three minutes on the PIDS until the incident is resolved. This protocol can override next train arrival or elevator outage information. He also reported that trains occasionally pass or skip stations in an effort to maintain the schedule. This occasional practice is not done at transfer or core stations or late at night. The Subcommittee recommended that information on the PIDS be displayed in contrast colors of a black background with amber lettering. The Subcommittee also recommended that train operator announcements of skip stations be made at least two stations prior to the affected station.

Ms. Holland also reported that a presentation was made on Metro's customer complaint and feedback process. Mr. Lendy Castillo, Manager of Customer Relations presented on the process for investigating customer complaints. He stated that the Office of Customer Relations partners with other departments to help resolve complaints. Ms. Holland said the BRS will continue its discussion regarding complaints and the feedback process at the next BRS meeting and invited staff from Metrorail, Metrobus and Customer Service to join the discussion.

MetroAccess Subcommittee Report

Mr. Semelfort reported that the Fare Policy Working Group will continue its discussion on the impact of the current fare policy on MetroAccess riders. Dr. Posner, Chair of the Fare Policy Working Group reported that discussions have centered on some of the information presented by Ms. Kissal. The next meeting for the Fare Policy Working Group will be held on October 17, 2011, directly after the MetroAccess Subcommittee meeting.

Mr. Millis provided an update on the Town Hall meetings for the next paratransit contract. The Town Hall meetings will start with an open house at 6 p.m., then continue from 6:30 to 8 p.m., as follows: October 24, 2011 at Metro Headquarters, District of Columbia; October 25, 2011 Arlington Central Library, Arlington, VA; and October 26, 2011, First United Methodist Church, Hyattsville, MD. The AAC expressed an interest in the mechanism for obtaining feedback from customers who are unable to

attend the Town Hall meetings. Mr. Millis indicated that customers interested in offering comments will be able to provide remarks via telephone during meeting hours, in writing and on-line. Meetings will have sign language interpreters for the hearing impaired and other reasonable accommodations are available upon request.

Mr. Millis also provided an update on Focus Groups to the Committee. He indicated that the primary purpose of the Focus Groups is to obtain information from customers regarding their experiences with MetroAccess. There will be six rider focus groups, two for each jurisdiction relating to safety, service, reliability and customer service. The focus groups are scheduled for mid October 2011.

New Business

Mr. Millis invited the AAC to join Metro, Conference of Minority Transportation Officials, and Easter Seals Project Action for a dedication ceremony of the Office of Accessibility to honor Dr. Rosalyn Simon. The dedication will be held on October 19, 2011 at the Jackson Graham Building. Dr. Rosalyn Simon was an extraordinary advocate who advanced the field of accessible transportation through education, training, and advocacy. Metro will also announce the Dr. Rosalyn Simon Award to be given to an individual or an organization that advances the field of accessible transportation through education and advocacy. The reception will start at 5:30 p.m. and the program will begin promptly at 6 p.m.

Meeting adjourned: The meeting was adjourned at 7:40 p.m.

Attachment: Status of Recommendations and Actions (completed items are reported once in minutes and then tracked along with all pending recommendations and actions in the AAC Compiled Work Plan)



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STATUS OF FY 2012 COMMITTEE RECOMMENDATIONS AND ACTIONS

Info/Action Item Number	Description	Date Initiated	Originating Group	Status	Completion Date
Info -07	Review MetroAccess Fare Policy	5/2/2011	MACS	Fare Policy Work Group will discuss the impact of the current fare policy on MetroAccess riders; gather additional customer testimony. Final recommendations to the AAC are expected by 11/7/2011.	
Action – 6	Response to the Access For All (AFA) Letter	9/6/11	AAC	Schedule for the 11/7/2011	
Action – 7	Develop and present MACS work plan for AAC Approval	7/25/11	MACS		
Action – 8	Review customer consent form for MetroAccess Services	5/2/2011	ELIG		