



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

AGENDA

MetroAccess Subcommittee

May 19, 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.

- | | |
|-----------|---|
| 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 Safety Policy (Seatbelt) |
| 4:45 p.m. | MetroAccess 20 th Anniversary (Update) |
| 5:00 p.m. | MetroAccess Customer Guide (Update) |
| 5:30 p.m. | Public Comment Period |
| 6:00 p.m. | Adjourn |

Date of Next Subcommittee Meeting:

Monday, June 16, 2014



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE MEETING MINUTES: April 21, 2014

In attendance: Mr. Paul Semelfort (Chair), Ms. Denise Rush (Vice-Chair), Dr. Tapan Banerjee, Ms. Carolyn Bellamy, Dr. Phil Posner, Mr. Elver Ariza-Silva, Ms. Regina Lee, Dr. William Straderman, Ms. Mary Jane Owens, Mr. Pat Sheehan, and Ms. Chanelle Houston

Call to Order

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

Christiaan Blake, Director, ADA Policy and Planning, addressed the committee stating that all members and WMATA staff are working toward a common goal. He asked that everyone be respectful of each other and the differing opinions of all Accessibility Advisory Committee members.

Review of April 2014 Agenda

The MAS made a motion to add to the meeting agenda a discussion on future MAS work plan items.

Review of March 2014 Meeting Meetings

The March 2014 meeting minutes were approved.

Customer Service and Outreach Report

Jennifer Weber, Administrative Operations Supervisor, MTM, reported that all public comments from the previous meetings have been addressed.

A committee member commented on the derogatory statements made about drivers at the previous MAS meeting.

Allison Anderson, Operations Manager – MetroAccess Operations Control Center, Office of MetroAccess Service, reported on the six public hearings that took place in January and February 2014. She stated that MetroAccess staff were available at all of the public hearings, and took note of comments expressly related to issues with MetroAccess. There were nine comments made regarding MetroAccess service operations, and all of the comments were addressed. These comments and the resolutions are compiled in the April 2014 MAS information packets.

Ms. Anderson reported the attendance at the following events: The National Federation of the Blind DC chapter, their monthly meeting, and the Residence at Thomas Circle Transportation Forum.

Omari June, Director, MetroAccess Service, reported on Metro's Champions of Safety event. He stated that the event honors the safest operators for Metrobus, Metrorail, and MetroAccess. He said there were over thirty MetroAccess operators that were awarded the Champions of Safety recognition.

MetroAccess Employee Recognition

Ms. Anderson recognized Ali Samantar as the Michael Wilson Staff Recognition Award winner. A detailed description of Mr. Samantar's accomplishments can be found in the accompanying document titled "Michael Wilson Staff Recognition Award" located under the April 2014 heading at http://www.wmata.com/accessibility/advocacy_policy/subcommittee.cfm.

Metro FY15 Budget Approved (Update)

Mr. June stated that MetroAccess will implement the reduction in the maximum fare MetroAccess riders will pay from \$7.00 to \$6.50 beginning in July 2014, as approved by the Board of Directors under the new fare policy. The MetroAccess fare policy is otherwise unchanged.

A committee member asked the amount of the lowest bus fare.

Mr. June stated that there is no minimum for bus fares, and there are currently bus fares as low as fifty cents. Mr. June said the flat rate for Metrobus fare will change to \$1.75 in July 2014.

A committee member stated the fare policy working group will work with staff to attempt to develop a pass for frequent MetroAccess users. This topic should be added to the MAS work plan.

Mr. June agreed that the topic should be added to the MAS work plan for further discussion.

MAS Work Plan

The committee provided a list of items to add to the FY14 work plan:

1. Discussion of a frequent user pass for MetroAccess customers.
2. MetroAccess Customer Guide discussion (May 2014).
3. Fixed route travel time comparability.
4. Travel Training and Outreach update.
5. Safety training/new vehicle safety features (Oct. 2014).
6. Report on delivery of new vehicles.
7. MetroAccess Bus Stop and High Density Areas update (quarterly).

8. Update and presentation of the new GPS/Ranger.
9. Mystery Rider Program.
10. Transit Accessibility Guide (Dec. 2014).
11. Real Time Information Project.
12. Smart Phone update.

Comments from the committee were related to driver training, work plan target and completion dates, new GPS/Rangers in the vehicles, pick-up areas at ball parks, and churches.

The committee suggested that all driver training be centralized instead of having each contractor providing training to their drivers. Having all drivers trained centrally will ensure congruity.

Mr. June commented that a centralized training course has been established. A review of the training material is occurring to ensure consistency.

A committee member mentioned the driver training manual utilized by Red Top taxi.

Mr. Omar Browne, Field Operations Manager, Office of MetroAccess Service, advised the committee that MetroAccess drivers are provided a training manual as well.

The committee suggested adding the date in the status section of the work plan to indicate that an item has been presented, but not provide a completion date until the item has been implemented.

A committee member asked about the GPS/Rangers upgrades.

Mr. June stated that a different model of Rangers is being updated on the vehicles. He said that it will be a process to update the Ranger and it will be completed in phases.

Committee members asked about pick up locations at the local ball parks and large churches.

Mr. June stated that there was a partnering with the Washington Redskins Director of Operations to designate areas at Fed-Ex Field for pick-up of MetroAccess customers. He said that MetroAccess will attempt to make contact with personnel at the Nationals Park to do the same. Ms. Anderson stated that a list of the large churches in the area could be compiled and a strategic plan implemented to locate pick-up locations at these churches.

Smart Phone Technology for MetroAccess

Mr. Efon Epanty, ACCS Projects Control Officer, Office of MetroAccess Service, presented the plan for smart phone usage for MetroAccess service. Mr. Epanty explained that the smart phone technology is the second phase of technology updating that will occur. He stated that the GPS and maps will be updated first to ensure that smart phones receive accurate, real time information. Trapeze is working to develop SMS, text, and email messaging for smart phone communication with MetroAccess. Messaging related to confirmation of reservations, trip reminders, vehicle arrival times, and sending mass communication of service issues will be provided.

Comments/questions from the committee:

Will this require customers to sign up for this messaging or will it be automatic?

Mr. June stated that there are regulations and laws pertaining to text messaging that will need to be researched to ensure privacy.

A committee member expressed their excitement about this new technology.

Mr. June agreed that it is very exciting to provide updated technology for customers to utilize.

Messages informing the customer of their place in the line-up for pick-up would be helpful. **Will the customer be able to cancel a trip using their smart phone?**

Mr. Epanty responded that due to the occasional need to move trips, it may be difficult to provide that information. However, it is something that can be investigated to ascertain the feasibility.

What about the customers that do not have smart phones? There should be other options for communication.

Mr. Epanty stated that other options are being investigated.

Is there a timeline for completion of the project?

Mr. June said that there is not a date for completion, but MetroAccess is aggressively working toward implementing this project as soon as possible and a timeline is being developed.

Will the messaging be available for Spanish speaking customers?

Mr. June stated that providing the technology for use by Spanish speaking customers will be taken into consideration.

Will this technology allow all drivers to have hands-free access to communication?

Mr. June stated that this project does not address that. There may be later dialog related to other technology that can be utilized for safe usage of hands free devices for drivers.

Public Comments

Comments were received with regard to: trip movement, vehicle lift safety, drivers not having the destination address, multiple dispatch agents giving drivers instructions, drivers being pulled off lunch to take trips, dissatisfaction with the note card procedure used to accommodate comments from the public during MAS discussion of committee agenda items.

Public Comment from committee members:

Ms. Rush commented that drivers are working long hours and are fatigued which is a safety concern.

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

Meeting adjourned at 5:32pm.



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

Accessibility Advisory Committee

METROACCESS SUBCOMMITTEE PERFORMANCE REPORT: May 19, 2014

NUMBER OF REGISTRANTS:

As of March 31, 2013: 28,928
As of March 31, 2014: 33,209
Change: (+ 14.8%)

SERVICE PROVIDED:

Ridership	(Passengers	 	Completed Trips):
March 2013:	171,365		146,839
March 2014:	170,580		145,176
Change:	(-0.5%)		(-1.1%)
2013 FYTD:	1,499,368		1,290,605
2014 FYTD:	1,555,389		1,325,276
Change:	(+3.7%)		(+2.7%)

Average Weekday Ridership:

March 2013:	6,918
March 2014:	6,838
Change:	(-1.2%)
2013 FYTD Average:	6,695
2014 FYTD Average:	6,913
Change:	(+3.3%)

Reservations:

March 2013:	258,114
March 2014:	251,363
Change:	(-2.6%)
2013 FYTD:	2,205,206
2014 FYTD:	2,265,967
Change:	(+2.8%)

Trips Scheduled:

March 2013:	189,581
March 2014:	189,898
Change:	(+0.2%)

2013 FYTD:	1,650,993
2014 FYTD:	1,708,181
Change:	(+3.5%)

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

March 2013:	3,292	(1.7%)
March 2014:	3,536	(1.9%)
Change:	(+7.4%)	(+0.2%)

2013 FYTD:	28,519	(1.7%)
2014 FYTD:	28,730	(1.7%)
Change:	(+0.7%)	(0%)

Late Cancellations (as a percentage of scheduled trips):

March 2013:	9,154	(4.8%)
March 2014:	9,711	(5.1%)
Change:	(+6.1%)	(+0.3%)

2013 FYTD:	77,886	(4.7%)
2014 FYTD:	87,842	(5.1%)
Change:	(+12.8%)	(+0.4%)

PERFORMANCE OUTCOMES:

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

March 2013:	25.5
March 2014:	31.6
Change:	(+23.8%)

2013 CYTD:	24.0
2014 CYTD:	28.5
Change:	(+18.7%)

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

March 2013:	9.9
March 2014:	13.4
Change:	(+35.5%)

2013 CYTD:	8.8
2014 CYTD:	12.9
Change:	(+47.3%)

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

March 2013:	11.67
March 2014:	11.72
Change:	(+0.5%)

2013 CYTD:	13.9
2014 CYTD:	18.3
Change:	(+31.5%)

On-Time Performance [Goal = 92.0%]

March 2013:	92.6%
March 2014:	92.5%
Change:	(-0.1%)

2013 FYTD:	92.6%
2014 FYTD:	91.7%
Change:	(-0.9%)

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

March 2014	0.5%
------------	------

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

March 2014:	1.4%
-------------	------

*Based on new contract performance measures effective July 1, 2013.

Customer Satisfaction Measure*

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

March 2013:	3.4
March 2014:	4.6
Change:	(+35.2%)

2013 FYTD:	3.6
2014 FYTD:	4.7
Change:	(+33.0%)

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

AUTOMATED PROCESSES:

Trips Booked by Internet:

March 2013:	34,156
March 2014:	39,415
Change:	(+15.4%)

Trips Cancelled by Internet:

March 2013:	14,999
March 2014:	15,344
Change:	(+2.3%)

Trips Cancelled by Interactive Voice Response System (IVR):

March 2013:	8,412
March 2014:	7,583
Change:	(-9.9%)

EZ-Pay Transactions and Value Added:

March 2013:	4,876		\$369,671.15
March 2014:	4,992		\$354,956.95
Change:	(+2.4%)		(-4.0%)

FARES (PAYING PASSENGERS ONLY):

Average Fare:

March 2014:	\$4.72
-------------	--------

Percentage Paying Maximum \$7 Fare:

March 2014:	24.5%
-------------	-------



AAC

Accessibility Advisory Committee

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

FY14 METROACCESS SUBCOMMITTEE WORK PLAN STATUS OF RECOMMENDATIONS AND ACTIONS

Item Number or (A)ction	Description	Target Date	Status	Completion Date
2014-21	MetroAccess Customer Guide discussion	5/19/2014		
2014-19	Performance Report	5/19/2014	Contractor On-time performance report; Rescheduled for May 2014	
2014-20	Fare Policy discussion (Update)	6/16/2014		
2014-08	Transit Accessibility Guide	12/15/2014	Rescheduled for December 2014	

COMPLETED - FY14 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

MetroAccess Subcommittee
 Status of Recommendations and Actions
 Meeting: April 21, 2013

Item Number or (A)ction	Description	Target Date	Status	Completion Date
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
2014-17	Smart Phone Technology for MetroAccess	3/18/2014	Presentation completed 3/18/14. Updates to be provided.	4/21/2014
2014-18	Metro FY15 Budget Approved (Update)	4/21/2014		4/21/2014

**FY15 METROACCESS SUBCOMMITTEE WORK PLAN
 STATUS OF RECOMMENDATIONS AND ACTIONS**

Item Number or (A)ction	Description	Target Date	Status	Completion Date
2014-22	Frequent user pass for MetroAccess customers	TBD		
2014-23	Fixed route travel time comparability	TBD		
2014-24	Travel Training and Outreach update	TBD		
2014-25	Safety training/new vehicle safety features	10/20/2014		
2014-26	Report on delivery of new vehicles	TBD		
2014-27	MetroAccess Bus Stop and High Density Areas (Update)	TBD	Quarterly	
2014-28	GPS system on MetroAccess (Update)	TBD		
2014-29	Mystery Rider program	TBD		
2014-30	Transit Accessibility Guide	12/15/2014		
2014-31	Real Time Information Project	TBD		
2014-32	Smart Phone update	TBD		
2014-33	MetroAccess Visitor Program	TBD	Eligibility Certification	



AAC

Accessibility Advisory Committee

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

METROACCESS COMPLAINT RESOLUTION REPORT – APRIL 2014

Accessibility Advisory Committee Public Comment: April 7, 2014

No MetroAccess public comment submitted.

MetroAccess Subcommittee Public Comment: April 21, 2014

Customer #1

Comment/Complaint: The customer stated operators were not provided with his destination address when his trip was inserted onto the run. The customer stated his trip did not appear on the MDT for ten (10) minutes after the trip was assigned to that operator. The customer stated the operators should reach out to a road supervisor if there was an issue with the vehicle lift, and he depended on the operator for his safety.

Resolution: Mr. Omar Browne, Operations Manager – Field Operations, Office of MetroAccess Service, stated he would speak with the customer following the meeting regarding the customer's vehicle lift concerns. Ms. Jennifer Weber, MTM Supervisor of Administrative Operations, followed up with the customer on April 28. She informed the customer that any issues that occur in operating the lift should be immediately reported to Dispatch by the operator for appropriate resolution. Ms. Allison Anderson, Operations Manager – Operations Control Center, Office of MetroAccess Service stated if a trip was inserted onto a run and the operator arrives to pick that customer up, then the operator has already received the information via the MDT. Ms. Anderson stated the pickup and destination addresses would both show up on the MDT at the same time. Ms. Anderson stated the operator can also call Dispatch if the information has not transmitted. Mr. Omari June, Director, Office of MetroAccess Service, stated staff would look into this matter further.

Customer #2

Comment/Complaint: The customer stated she recently encountered a situation where the operator received a trip insertion onto the run when she was about 15 minutes away from her home. The customer stated the trip insertion would result in the vehicle turning around and heading in the opposite direction of her destination, and it did not seem right to double back. The customer stated she knew to call Dispatch and speak with a supervisor who agreed with her. The customer stated many people did not know to do this. The customer inquired who

was responsible for trip movements and stated something needed to be done because this resulted in a waste of time and gasoline.

Resolution: Ms. Allison Anderson thanked the customer for her report and stated trip movements or insertions were completed using computer software and dispatch involvement. Ms. Anderson stated there were good trip movements and bad trip movements, sometimes the result of human intervention. Ms. Anderson stated dispatchers were receiving refresher training on trip movements to ensure they were paying attention to flags and key indicators involved with moving trips. Ms. Jennifer Weber followed up with the customer on April 25 to obtain additional details for investigation purposes. Upon review of the customer's recent trip history, the customer experienced the reported event on March 27. The dispatch agent who performed the questionable trip movement was identified and corrective action was taken to address.

Customer #3

Comment/Complaint: The customer stated MetroAccess had great operators. The customer felt dispatchers were not trying to locate the best runs when moving trips. The customer reported an operator picked her up and said he was hungry because he could not take lunch. The customer stated she was on the vehicle once, and witnessed a dispatcher begging the operator to take a trip that was far out of the way. The customer reports occurrences when she spoke with dispatchers when they called, but the operator would still leave before she could come out of the building. The customer asked why she had to write her questions relative to AAC committee meeting discussions rather than being allowed to verbally ask her question to the committee during the discussion and stated this process took too long. The customer stated she was unable to listen to the meeting while she was writing her question.

Resolution: Mr. Paul Semelfort of the AAC Subcommittee stated the questions were written on cards to promote efficiency and to ensure the questions could be passed along to the appropriate staff. Mr. Omari June stated the written public input allowed for the questions to be addressed during relevant discussion of the AAC Subcommittee agenda items. Ms. Jennifer Weber spoke with the customer on April 23 to obtain dates and trips referenced by the customer during public comment for investigation purposes. The customer provided one date, March 31, where she reported service issues encountered at her pick up. Our investigation showed the MetroAccess vehicle arrived at the pick-up location within the scheduled trip window. Phone records show that the dispatch agent monitoring the route tried on two attempts to contact the customer. The operator