

## **Meeting Minutes for Accessibility Advisory Committee**

November 10, 2020

Approved 12/8/2020

Via Zoom

### **Attendees**

Sarah Anderson, Vice Chair  
Heidi Case  
Masipula Sithole  
Dennis Butler  
Anjanette Daigle  
Judy Heumann  
Susie McFadden-Resper, ODR  
Funsho Owolabi , Lyft  
Michele, Uber  
Chris Grayton, Yellow  
Ben McCabe, Via  
Phil Posner, Chair of Metro AAC  
Christian Blake, WMATA

Wendy Klancher, DFHV  
Ty Stover, DFHV  
Michael Tietjen, DFHV

### **I. Welcome and Introductions**

- Sarah Anderson, Vice Chairperson, opened the meeting and participants introduced themselves.
- The Oct 13 minutes were approved, and the agenda was approved.

### **II. Old Business**

#### **Review of latest Taxi WAV Trip Data**

- Michael Tietjen, Chief Performance Officer for DFHV, reviewed the WAV scorecard data definitions and October 2019 data.
- Christopher Grayton asked if the data included T2R or just TDC? The TDC WAV data is just for TDC.
- Sarah asked that the Oct 2019 data be added in for comparison. Michael said he would add that.
- Dennis Butler asked if there could be a simple model for demand created with the data. Michael will look into adding to the DFHV Data Dashboard.

- Heidi Case asked if the WAV data for all trips included trips for passengers in wheelchairs. Michael said that DFHV only had data on trips in WAVs, not data on if the vehicle was serving a person in a wheelchair or who used a mobility device
- Heidi Case said that over the weekend she was unable to get two of the larger taxi companies to provide a WAV trip to Bethesda on a Sunday and was told that since it was not under Transport DC, the company's said that they didn't have to provide the trip.
- Wendy Klancher said that all taxis for the general public are based on availability, including WAVs.
- Christopher Grayton said that demand was down overall and is affected by the pandemic, not sure how and when it's going to come back
- Michael reiterated that the pandemic has been devastating for the taxi industry
- Sarah asked if we could reach out to WAV drivers not on the road?
- Michael said that DFHV does some driver outreach with surveys and wellness checks. Wendy said that there could be privacy issues with directly contacting WAV drivers. Wendy said that Michael and Wendy will discuss and bring back feedback to the group.
- Susie McFadden-Resper asked if bonuses are offered to WAV drivers. Michael stated that the \$10 incentive for drivers that provide a passenger in a wheelchair trip under Transport DC
- Heidi said that the incentive used to be \$5, then went up to \$10 and then an extra \$5 for all TDC trips under the pandemic and stated that DFHV did make a lot of effort.

**Report from Multi-Modal Accessibility Advisory Committee (MAAC), Heidi Case, MAAC Chairperson**

- Heidi Case said that the MAAC is working on two issues One is Autonomous Vehicles given that DC is ready to allow testing of AVs and that the DC legislation is not requiring accessibility at this stage and Heidi talked about DC's AV working group.
- Susie McFadden-Resper said that she is on the AV working group as a representative of the Office of Disability Rights and accessibility is being discussed,
- The second item the MAAC is working on is Move DC and concerns that the survey created did not allow for users to choose their main transportation use as taxis or paratransit. The MAAC intends to write a letter to DDOT about ensuring inclusiveness when seeking feedback from the public.

**Report from WMATA's Accessibility Advisory Committee, Phil Posner, WMATA's AAC Chairperson**

- Phil Poser, Chair of WMATA's AAC, said that the main items of discussion for that committee have been around the Metro budget and said that if there isn't any new Federal funding, after January 1, Metro will have to make service cuts. Phil said that the AAC thought that the Taxi-2-Rail program was very effective and suggested it to the WMATA board as a way to provide essential service; like Montgomery County's Microtransit program; public/private shuttle.
- Phil said that the AAC has been discussing COVID with a focus on safety for passengers and drivers;; Abilities Ride is on a hiatus and said that MetroAccess sedans will be going into service and Phil brought up the usability of sedans for riders in wheelchairs
- Christiaan Blake, Director of MetroAccess, said that Abilities Ride return to service data was pushed back and that there is an abundance of capacity on MetroAccess right now; when schools and human services agencies are back open and people going back to offices, then Abilities Ride may resume. Christiaan said that most demand is for sedans; MetroAccess is a safety net.
- Masi said that part of the challenge with transportation under COVID is around coordination – and that if people could group their trips, say to the grocery store, that would be more efficient
- Heidi said that the next MAAC meeting will focus on curb management

#### **Status Report on Centralized Dispatch for Transport DC**

- Wendy Klancher stated that DFHV was still in the selection process and there was no update to provide; she said she'd hopes to have news to share soon. Centralized Dispatch will not be starting in Nov or Dec.
- Masi said that given budgets constraints, perhaps all these different committees for different groups could be combined

#### **AAC Report/Status Update for For-Hire Vehicle Advisory Council (FHVAC)**

- Sarah said that the committee will be providing a written and oral report to the For-Hire Vehicle Advisory Council at their quarterly meetings.
- Sarah asked the committee what should FHVAC hear and know?
- Masi said to talk about that we are bringing reports from different groups and helping coordinate
- Possibly the impact of decreased number of vehicles on the road and the impact on the disability community
- The committee agreed that Wendy Klancher, DFHV staff, will draft a report that will be reviewed by the Chair or Vice Chair, and that the Chair or Vice Chair will present it to the FHVAC. The next FHVAC meeting is on Tuesday, Dec 15 at 10am.

## **Discussion on Developing the AAC FY21 Annual Report**

- The committee was asked to vote on the idea from last month that the FY21 AAC report focus on the impacts of COVID
  - Wendy made a motion that the FY21 annual AAC report will have a main focus of COVID
  - Dennis asked what do for-hire recommendations related to COVID look like in an annual report?
  - Heidi said that the recommendations are important and that the past AAC presented the report in person (to Council offices and/or Mayor's office)
  - The due date for the Annual report is Sept 30, FY 2021- the end of the fiscal year
  - Sarah asked for a vote on the report focus of COVID and that she wanted to keep the report impactful
  - Masi said his vote is no: the report should not just focus on one issue, and that there were lots of issues going on prior to COVID
  - Nana Bailey-Thomas of DDOT reminded the committee of Robert Rules of Order;
  - The committee agreed a training on this should be done
  - Masi said that his idea for the report is that the AAC would flesh out 5 ongoing issues that are happening before and during COVID, and focus on how COVID compounded those issues
  - Heidi said that she liked picking issues to focus on and that Council staff in the past has used the report to develop legislation, and Council staff have found info on what other cities are doing to address issues in pervious reports useful.
  - Wendy accepted another friendly amendment to the original motion there will be a section in the report on how other U.S. cities are addressing the issues.
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- The final motion passed: The FY21 annual AAC report will have a main focus of COVID but will include context on ongoing issues with accessibility in the for- hire industry and how COVID has impacted those issues;

## **III. New Business**

### **1. Follow-up /Discussion on Director Do's presentation from Oct 13**

The committee was asked to discuss their take-aways from Director Do's presentation to the committee at the last meeting:

- Sarah said she wanted to hold the Director to his commitment to provide data to the AAC and Heidi said she wanted to hold the Director to his dream of a 15 -minute response time for WAVs
- Masi recommended that a survey of riders be done
- The AAC will focus future agenda items around these two take aways.

### **2. AAC Membership Discussion**

- Sarah asked how the committee can get participation up. Heidi said that in the past email and phone reminders were done. She suggested the committee could divide that up.

- Sarah asked the industry members on the call what they want from the meeting?
- Christopher Grayton from Yellow said that what he's gotten over the years from his participation is seeing the needs of the disability community and Yellow's concern is to respond to the needs. Christopher said that his participation has been very valuable and has helped him tailor service to what people need, and he hopes to get more of the same.
- Funsho from Lyft said that he is new to the committee and so far its been enlightening and informative and it's a learning curve for him; he can bring info back to his time and looks forward to learning more.
- Sarah asked Christopher and Funsho how they summarize the take away's to bring back to their organizations
- Christopher said from meeting notes, observations, data. Always about business, not personal. All opinions are valid. The more participation the more points of view
- Masi said that people are in different places and the some can very involved, he will talk with Curtis offline and brainstorm about how to translate better to the community to increase engagement,

### **3. DDOT's Long-Range Transportation Plan: moveDC**

- Heidi said that the MAAC received a presentation on moveDC and it was a 45 minute agenda item, and that the MAAC enjoyed it;
- A motion passed that DDOT will be invited to present on moveDC at a future meeting.

#### **No Public Comment**

Heidi Case said that she was concerned about the attitude from the two taxi companies that we don't have to serve the WAV trip if it's not Transport DC; the goal is for equity. It was too late for her to call MetroAccess.

#### **Meeting Adjourned.**

