



accessDC: Inclusive Coordinated Transportation Study

Project Advisory Council (PAC) Meeting #3 - Meeting Notes

Details

Location: Watha T. Daniel/Shaw Neighborhood Library

Date: May 3, 2017

Time: 10:00am - 12:00pm

Attendees – PAC and Project Team

Project Advisory Committee Members

Joyce A. Forrest	Community member
Sandra Faulk	Community member
Brian Footer	DC Office on Aging
Antonio Lacey	Department of Health Care Finance
Michael Tietjen	Department of For Hire Vehicles
Chris Blake	WMATA

Project Team

Raka Choudhury	District Department of Transportation
David Koch	District Department of Transportation
Dan Berez	Nelson\Nygaard
Will Rodman (via phone)	Nelson\Nygaard
Veronica O. Davis	Nspiregreen LLC

Other Participants

Susie McFadden-Resper	Office of Disability Rights
Nick Kushner	Age Friendly DC
Jane Hardin	Community Member/CTAA
Barbara Hair	Commission on Aging – Ward 8
Brenda Atkinson-Willoughby	Commission on Aging – Ward 4
Mattie Jefferson	Community Member
Karen Arnett	Community Member
Bill Orleans	Community Member
Russell Peek	MTM Inc

Notes

Introduction

- Attendees introduced themselves and their affiliation.
- Participants received a hardcopy of the presentation.

Initial Strategies Presentation

- The study team provided a summary of the Existing Conditions, which the study team had also presented and discussed in detail at PAC Meeting #2.
- At the Open Mic Session #2, the study team heard feedback on some of potential strategies that could be implemented in the District.
- The study team prepared initial strategies which include longer-term, layered strategies (No Wrong Door, Accessible Trip Planning, Advanced Trip Booking), as well as shorter-term tweaks to existing transportation services and programs. These strategies are designed to provide customers with a wide range of access points, including in-person and telephone-based services, as well as online alternatives.

Initial Strategies Discussion

- No Wrong Door Approach
 - A PAC member wanted to know if all transportation service providers have access to the same information. DDOT noted that providers currently each create their own list of transportation resources, which requires staff time and financial resources. One of the recommended strategies is to create a single set of information that all the service providers will have, which will be accessible to the public.
 - A PAC member raised a concern about the ability of the transportation service providers to work together. DDOT stated that the accessDC study has started to increase communications between agencies and the transportation service providers. After the PAC meeting, the agencies are going to start briefing their respective leaderships.
 - One of the obstacles is there are new programs and technology on the market all the time. The District needs to be diligent to continuously update the information in the repository.
 - The study team stated that with the recommended shared repository, agencies could also pool resources to maintain service information. This strategy would reduce staffing required for maintenance for each agency, while resulting in a more reliable service information resource.
 - Members of the public had a concern that the data would be accessible using electronics only. The study team stated that the baseline for all strategies would be for information to be accessible by phone. A user could, therefore, call any number they feel comfortable with to get the information.
 - Brian Footer recommended that the One Call, One Click serve as the main repository for information.
- Accessible Trip Planning
 - A member of the public asked if there was a model or example of a trip planning system that was designed with seniors to ensure it was user-friendly. She also asked if the technicians that build the system would get input from seniors to ensure it is easy to use.
 - When Reach-a-Ride was designed, there were several focus groups to ensure the information presented was accessible. That model could be replicated for the accessible trip planner design.
 - The contractors request for proposal would include requirements for the software to be

consumer-centric and consumer-friendly. It would also have ongoing performance monitoring and evaluation requirements.

- Brenda Atkinson-Willoughby asked if there were examples of proactive planning with seniors.
 - The study team stated there is an application in Boston called Blindways for people with visual impairments. Users can crowdsource information to provide clues to where the bus stop is located. For example, “there is a bench at the bus stop and a curb ramp just past the stop”.
 - Age-Friendly DC did block-by-block walks with seniors to determine accessibility, curb ramps, safety, timing of lights, benches, and shade in 2014 and 2015.
- Will there be a plan to educate and train people on how to use the system? The study team stated a strategy would include training, education, and outreach.
- ConnectorCard or Similar Program
 - The District should consider opportunities to have money from the ConnectorCard program loaded on a SmarTrip card directly.
 - A member of the public stated they were concerned about access for seniors if the only way to register auto-reload, and transfers funds from the ConnectorCard program to a SmarTrip card is with an online portal.
- Travel Training Program
 - A member of the community suggested using senior social groups that get together to ride public transit and then do an activity together.
 - In the final report, expand the incorporation of the role of the Mobility Manager.
 - Chris Blake from WMATA said the agency is trying to conduct more Train the Trainer programs, so there can be more people available to train seniors on the new transportation programs and systems.
- TransportDC
 - The feedback the study team heard is people want to be able to use TransportDC for all trips, all day, during all times of the month. The biggest challenge is funding.
- Bus Stop Accessibility
 - A member of the public would like to see the District invest in upgrading all the bus stops to be ADA accessible. DDOT mentioned that this was an ongoing effort at the District.

General Comments or Questions

- Joyce Forrest was concerned about lack of transportation access to other areas in the region, such as LaPlata, MD. The accessDC study is focused on the District, but DDOT acknowledged that there needs to be a broader regional conversation.
- The process for sidewalk repair and installing curb ramps is unclear. PAC member Joyce A. Forrest submitted a 311 request to have a curb ramp installed on her street in Ward 8. DDOT will follow up with the request.
- Seniors are not a monolithic group. There are many seniors that are still working and physically active.
- A member of the public is concerned about the bus stop on MLK and Darlington Street SE. It is dark and unsafe. DDOT will follow up with the request.
- The Mayor is having a Senior Symposium. Transportation and specifically this study should be included in the event. DC Department on Aging will follow up with DDOT.
- In the final report, set the context before going to the initiatives. For example, identify the baseline improvements and here are the layers that are built on top.

- In future meetings, have people identify themselves when they talk. Needs to be a standard practice, especially where there are visually impaired people in the room.
- Examine opportunities to partner with non-profit and non-government agencies that have their own database of information. There are opportunities to work together.

Next Steps

PAC Meeting #4: Thursday, June 8, 2017, 10am-12pm, DC Department on Disability Services, 250 E Street SW