



Accessibility Advisory Committee

300 7th Street, SW
Washington, DC 20024

METROACCESS SUBCOMMITTEE WORK PLAN STATUS OF RECOMMENDATIONS AND ACTIONS

Item Number or Action	Description	Meeting Date	Presenter	Status
2018-01	Easter-Seals Project <i>Provide information about the project/application</i>	09/17/18	Larry Bram (Innovation, Easter Seals)	Ongoing
	Update	11/19/18	Allison Anderson (MetroAccess)	Ongoing
	Update	12/17/18	Allison Anderson	Ongoing
	Update	01/22/19	Allison Anderson	Complete
	Easter-Seals Project Update	02/19/19 03/18/19	Larry Bram (Innovation, Easterseals)	Update on completion
2018-02	Implementation of Abilities-Ride <i>Information about the awarding of the contracts, introduce the providers, overview of the program.</i>	09/17/18	Christiaan Blake	Complete
	Abilities-Ride Program <i>Scope-of-work (modified)</i>	11/19/18	Christiaan Blake	Complete
2018-03	MetroAccess Fleet: New Modification Update / Vehicle Demonstration	09/17/18	Donald Scruggs	Complete
	MetroAccess Fleet:	10/15/18	Christiaan Blake	Complete
	Considered Sedans Demonstration	02/19/19	Christiaan Blake	Complete

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	MetroAccess Fleet: Van Seat Reconfiguration	03/18/19 06/17/19	Christiaan Blake Christiaan Blake	Complete Complete
	MetroAccess Fleet: Sedan Reconfiguration	07/15/19	Christiaan Blake: <i>Vehicle (sedan) Demonstration</i>	Complete
	MetroAccess Fleet: Van - Next Generation	09/16/19	Glenn Millis	Ongoing 03/16/20
	MetroAccess Fleet: Van – Next Generation Update	03/16/20 04/20/20	Glenn Millis	04/20/20
	MetroAccess Fleet: Sedans – Update on status	06/15/20	Christiaan Blake	06/15/20
	MetroAccess Fleet: Van – Next Generation	07/20/20	Glenn Millis	07/20/20
	MetroAccess Fleet: Sedans – Update on Procurement Decision	10/19/20	Christiaan Blake	10/19/20
	MetroAccess Fleet:	11/16/20	Christiaan Blake	11/16/20

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	Next Generation Van Solicitation			
	MetroAccess Van Update	2/16/2021	Christiaan Blake	2/16/2021
	MetroAccess Next Generation Van – Technical Specifications	3/15/2021	Christiaan Blake	3/15/2021
	MetroAccess Sedans Update	4/19/2021	Christiaan Blake	4/19/2021
	MetroAccess Fleet Update: Old Business	4/19/2021	Christiaan Blake	4/19/2021
	MetroAccess Sedans: Child Safety Lock	5/17/2021	Christiaan Blake	5/17/2021
	MetroAccess Sedans: Child Safety Lock - Update	6/21/2021	Christiaan Blake	6/21/2021
	MetroAccess Sedans: Child Safety Lock – Update	7/19/2021	Christiaan Blake	7/19/2021
	MetroAccess Sedans: Update	11/15/2021	Christiaan Blake	11/15/2021
	MetroAccess Vans: Update	11/15/2021	Christiaan Blake	11/15/2021
	MetroAccess Sedans and Vans	02/22/2022	Christiaan Blake	02/22/2022

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	Procurement: Update			
	MetroAccess Fleet: Mini Vans	09/19/2022	Christiaan Blake	09/19/2022
	MetroAccess Fleet: Mini Vans Update	10/11/2022	Christiaan Blake	10/11/2022
	MetroAccess Fleet: Mini Vans – Procurement Update	11/21/2022	Christiaan Blake	11/21/2022
	MetroAccess Fleet: Mini Van Discussion	02/21/2023	Christiaan Blake, Committee	02/21/2023
	MetroAccess Fleet: Mini Van Discussion	03/20/2023	Christiaan Blake, Committee	03/20/2023
	MetroAccess Fleet: Mini Van – Update	05/15/2023	Christiaan Blake	05/15/2023
	MetroAccess Fleet: Mini Van – Update	06/20/2023	Christiaan Blake	06/20/2023
	MetroAccess Fleet: Mini Van – Update	07/17/2023	Christiaan Blake	07/17/2023
	MetroAccess Fleet: Mini Van – Update	10/16/2023	Christiaan Blake	10/16/2023
	MetroAccess Fleet: Mini Van – Update	11/20/2023	Christiaan Blake	11/20/2023

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	MetroAccess Next Generation Van – Update:	12/18/2023 02/20/2024	Glenn Millis, Chris Blake	12/18/2023 02/20/2024
2018-04	MetroAccess Service (Call): Five Minute Rule <i>Update</i>	9/17/18 04/15/19	Christiaan Blake Committee Discussion	Complete Complete
2018-05	Abilities-Ride Program <i>Service-Providers, provide update</i> Update: Abilities-Ride New Providers <i>Introduction</i> Providers: Present Updates on Service Abilities-Ride Providers: Updated List	10/15/18 12/17/18 06/17/19 07/15/19 09/16/19 10/21/19 11/18/19	Sam Bland (Regency Cab), Hossein Khorsha Service Providers Silver Cab: Hossein Khorsha – provided update on service Christiaan Blake Christiaan Blake Christiaan Blake, Curb Mobility Christiaan Blake	Ongoing (3 months) Complete Complete 07/15/19 09/16/19 10/21/19 11/18/19

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	Abilities-Ride Providers: New Provider Introduction	12/16/19	Christiaan Blake, Ride with Via	12/16/19
	Abilities-Ride Providers: New Provider Introduction	01/21/20	Christiaan Blake, Uber Team	Complete
	Abilities-Ride Providers' Showcase (1)	02/08/20	Christiaan Blake	Complete
	Abilities-Ride Update and Q & A (Committee)	02/18/20	Christiaan Blake, Committee Discussion	02/18/20
	Abilities-Ride Update	06/15/20	Christiaan Blake	06/15/20
	Abilities-Ride Service Update	09/21/20	Christiaan Blake	09/21/20
	Re-vamp/Flexibility Abilities-Ride Program	7/19/2021	Christiaan Blake	7/19/2021
	Abilities-Ride Program, Update	09/20/21	Christiaan Blake	9/20/2021
	Abilities-Ride Service Update	12/20/2021	Christiaan Blake	12/20/2021
	Abilities-Ride Flex Program: Update	02/22/2022	Christiaan Blake	02/22/2022

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	Abilities – Ride: Update	03/21/2022	Christiaan Blake	03/21/2022
	Abilities – Ride Program: Update	05/15/2023	Christiaan Blake	05/15/2023
	Abilities-Ride Service Providers: Update	03/18/2024	Christiaan Blake	03/18/2024
2018-06	Heddinger Award	10/15/18	AAC presented the award to Denise Rush	Complete
	Heddinger Award	09/16/19	Committee Discussion:	09/16/19
	Heddinger Award Discussion	10/21/19	Recipient	10/21/19
	Heddinger Award Ceremony	10/30/19	Award presented to Paul Semelfort	Complete
	Heddinger Award	09/21/20	Committee Discussion	09/21/20
	Heddinger Award	11/02/20 (AAC)	Committee Discussion	11/02/20
	Heddinger Award (virtual) Ceremony (2020)	2/01/2021	Award presented to	Complete

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	Heddinger Award (2021): Initiation	09/07/21 (AAC)	Charlie Crawford Committee Discussion	09/07/21 (AAC)
	Heddinger Award (2021): Nomination	10/4/2021 (AAC)	Committee Discussion	10/4/2021 (AAC)
	Heddinger Award (2021): Discussion and Vote	11/1/2021 (AAC)	Committee Discussion	11/1/2021 (AAC)
	Heddinger Award (2021): Virtual Award Ceremony	02/14/2022 (BRS)	Award presented to Barbara Milleville	Complete
	Heddinger Award (2022): Initiation	12/05/2022	Committee Discussion	12/05/2022
	Heddinger Award (2022): Nomination	12/19/2022	Committee Discussion	12/19/2022
	Heddinger Award (2022): Votes	01/03/2023	Committee Discussion	01/03/2023
	Heddinger Award (2022): Ceremony	02/06/2023	02/06/2023	02/06/2023

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	MetroAccess Customer Guide and Insert Pamphlet: Budget Update	02/20/2024 03/18/2024	Allison Anderson, Chris Blake	02/20/2024 03/18/2024
2018-08	Discussion of Policy Issues/Complaints <i>Discussion of the top 3 policy complaints to assist in a better understanding of the policies.</i>	09/17/18	MTM	Ongoing
2018-09	Web Booking Review <i>Review of the web booking process and Q & A On increasing customer usage.</i>	09/17/18	Allison Anderson	Ongoing
	New MA Web Booking Site	05/18/20	David Shaffer	05/18/20
	Web Booking Site: Update	07/20/20	David Shaffer	07/20/20
	Web Booking Site Update	09/24/20	David Shaffer	09/24/20
	Web Booking Site Update	10/19/20 11/16/20	David Shaffer	10/19/20 11/16/20
	Web Booking Site Update	2/16/2021	David Shaffer	2/16/2021
	Web Booking Password Update	3/15/2021	David Shaffer	3/15/2021
Web Booking Issues Reported	11/21/2022	Paul Semelfort,	11/21/2022	

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	<p>Web Booking Reported Issues: Update</p> <p>Web Booking Issues</p> <p>Web Booking Issues – Update</p> <p>Web Booking – Update</p> <p>Web Booking – Update</p> <p>Web Booking – Update</p> <p>Web Booking – Update</p> <p>Web Booking - Update</p>	<p>12/19/2022</p> <p>03/20/2023</p> <p>04/17/2023</p> <p>05/15/2023</p> <p>06/20/2023</p> <p>09/18/2023</p> <p>10/16/2023</p> <p>11/20/2023</p>	<p>Terrian Williams Hall</p> <p>Terrian Williams Hall</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Terrian Williams-Hall</p> <p>Terrian Williams-Hall</p>	<p>12/19/2022</p> <p>03/20/2023</p> <p>04/17/2023</p> <p>05/15/2023</p> <p>06/20/2023</p> <p>09/18/2023</p> <p>10/16/2023</p> <p>11/20/2023</p>
2018-10	<p>Community Outreach</p> <p><i>The importance of community outreach and suggestions for outreach events from the Committee.</i></p>	<p>09/17/18</p> <p>10/15/18</p> <p>11/19/18</p> <p>12/17/18</p> <p>01/22/19</p> <p>02/19/19</p> <p>03/18/19</p> <p>04/15/19</p> <p>05/20/19</p> <p>06/17/19</p> <p>07/15/19</p>	<p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>Allison Anderson</p> <p>David Shaffer</p> <p>David Shaffer</p> <p>Allison Anderson</p> <p>David Shaffer</p> <p>Christiaan Blake</p> <p>David Shaffer</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>N/A</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>

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		09/16/19 10/21/19 11/18/19 12/16/19 01/21/20 02/18/20 03/16/20 04/20/20 05/18/20 06/15/20 07/20/20	David Shaffer David Shaffer David Shaffer David Shaffer Allison Anderson David Shaffer, Christiaan Blake David Shaffer Allison Anderson Allison Anderson Allison Anderson Allison Anderson	09/16/19 10/21/19 11/18/19 12/16/19 01/21/20 02/18/20 03/16/20 04/20/20 05/18/20 06/15/20 07/20/20
2018-11	MetroAccess Work Plan Updates for FY19 <i>Solicit topics from the committee for the FY19 Work Plan.</i> MetroAccess Work Plan for FY20-21 MetroAccess Work Plan for FY21-22 MetroAccess Work Plan for FY 22-23	06/17/19 07/15/19 July 2020 7/19/2021 07/18/2022	Allison Anderson <i>Rescheduled:</i> Allison Anderson Paul Semelfort Committee Discussion Committee Discussion	06/17/19 07/15/19 July 2020 7/19/2021 07/18/2022

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	MetroAccess Work Plan: September 2023-July 2024	07/17/2023	Committee Discussion	07/17/2023
2019-1	Transport DC <i>Informational Session</i> Transport DC Service Update Transport DC Service Update	01/22/19 07/15/19 09/21/20 09/20/21	Gerald Kasunick Gerald Kasunick Wendy Klancher, Michael Tietjen Wendy Klancher, Tyren Stover	Complete Complete 09/21/20 09/20/21
2019-2	MetroAccess Trip Time Explanation (Performance Reports) Update Update	03/18/19 04/15/19 05/06/19 11/18/19	Committee Discussion Terrian Williams-Hall Christiaan Blake	Ongoing 04/15/19 05/06/19 Complete
2019-3	Easter – Seals App for Regional Services	TBD	Committee Discussion	Ongoing
2019-4	MetroAccess GPS System: Can customers give driving direction to drivers? MetroAccess GPS System: Customers' directions to drivers	04/15/19 11/18/19	Allison Anderson, Committee Discussion Terrian Williams-Hall	04/15/19 Ongoing Complete

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2019-5	MetroAccess Refund Policy: Taxi / Alternate Rides	04/15/19	Committee Discussion	04/15/19
		05/20/19	Committee Discussion	05/20/19
	Build the Plan	07/15/19	Committee Discussion	07/15/19
2019-6	MetroAccess Seat Re-Configuration	06/17/19	Committee Discussion	06/17/19
2019-7	MetroAccess IT Discussion: <i>Telephone System and Trapeze Software</i>	06/17/19	WMATA IT Staff	Complete
	Software Update	11/18/19	Terrian Williams-Hall	Ongoing
	Software Update	03/16/20 04/20/20	Terrian Williams-Hall	03/16/20 04/20/20
	Software Update	07/20/20	Terrian Williams-Hall	07/20/20
	Software Update	10/19/20	Terrian Williams-Hall	10/19/20
	Software Update	11/02/20 (AAC)	Terrian Williams-Hall	11/02/20 (AAC)

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	<p align="center">Software Update</p> <p align="center">MA Scheduling and Software Update</p> <p align="center">MA Scheduling and Software Update</p>	<p align="center">12/21/20</p> <p align="center">01/19/21</p> <p align="center">02/16/21</p>	<p align="center">Terrian Williams-Hall</p> <p align="center">Terrian Williams-Hall</p> <p align="center">Terrian Williams-Hall</p>	<p align="center">12/21/20</p> <p align="center">01/19/21</p> <p align="center">02/16/21</p>
2019-8	<p align="center">MACS Driver's Responsibilities</p>	<p align="center">09/16/19</p>	<p align="center">Committee Discussion</p>	<p align="center">Complete</p>
2019-9	<p align="center">Arrival – Calls</p> <p align="center"><i>Provided information of pre-arrival calls: effective July 1st, 2019</i></p> <p align="center"><i>Updates on Pre-Arrival Calls</i></p>	<p align="center">06/17/19</p> <p align="center">07/15/19</p>	<p align="center">Christiaan Blake</p> <p align="center">Christiaan Blake</p>	<p align="center">Complete</p> <p align="center">Complete</p>
2019-10	<p align="center">Ranger Improvements</p> <p align="center">Ranger Improvement</p> <p align="center">MetroAccess GPS System Improvements</p> <p align="center">MetroAccess GPS Solicitation Update</p> <p align="center">MetroAccess GPS Update</p> <p align="center">MetroAccess GPS Update</p>	<p align="center">07/15/19</p> <p align="center">09/16/19</p> <p align="center">02/16/21</p> <p align="center">4/19/2021</p> <p align="center">7/19/2021</p> <p align="center">10/18/21</p>	<p align="center">Christiaan Blake</p> <p align="center">Christiaan Blake</p> <p align="center">Terrian Williams-Hall</p> <p align="center">Terrian Williams-Hall</p> <p align="center">Terrian Williams-Hall</p> <p align="center">Terrian Williams-Hall</p>	<p align="center">07/15/19</p> <p align="center">Ongoing</p> <p align="center">02/16/21</p> <p align="center">4/19/2021</p> <p align="center">7/19/2021</p> <p align="center">10/18/21</p>

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	MetroAccess GPS Update	01/18/2022	Terrian Williams-Hall	01/18/2022
	MetroAccess Navigation GPS System: Update	02/22/2022	Christiaan Blake	02/22/2022
	MetroAccess GPS Procurement – Update	03/21/2022	Terrian Williams-Hall	03/21/2022
	MetroAccess GPS Procurement – Update	07/18/2022	Terrian Williams-Hall	07/18/2022
	MetroAccess GPS – Update	10/17/2022	Terrian Williams-Hall	10/17/2022
	MetroAccess GPS – Installation Update	11/21/2022	Terrian Williams-Hall	11/21/2022
	MetroAccess GPS Garmin Discussion	07/17/2023	Christiaan Blake, Paul Semelfort, AAC	07/17/2023
	Garmin Device Update	09/18/2023	Christiaan Blake, Allison Anderson, Paul Semelfort	09/18/2023
	Garmin Device Update	10/16/2023	Terrian Williams-Hall	10/16/2023
	Garmin Device Update	11/20/2023	Terrian Williams-Hall	11/20/2023
2019-11	MetroAccess Shared-Ride:	10/21/19	Committee	10/21/19

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	Incorporate guidelines for excessive time	11/18/19	Discussion	Ongoing
	MetroAccess Shared – Ride: Suspended due to the pandemic, until further notice	4/6/2020 (AAC) 4/20/2020	Christiaan Blake	4/6/2020 and 4/20/2020
	MetroAccess Shared – Ride: Information about return of shared-ride (atleast 30 notice to be provided)	7/19/2021	Christiaan Blake	7/19/2021
	MetroAccess Shared – Ride: Update on return of shared-ride (re-start on November 1st, 2021)	9/7/2021 (AAC) 9/20/2021	Christiaan Blake	9/7/2021 and 9/20/2021
	MetroAccess Shared – Ride: Update post restart of shared-ride	11/15/2021	Christiaan Blake	11/15/2021
	MetroAccess Shared-Ride: Returned, Update	12/20/2021	Christiaan Blake	12/20/2021
	MetroAccess Shared-Ride: Update	02/22/2022	Christiaan Blake	02/22/2022
	MetroAccess Shared-Ride: Update	03/21/2022	Christiaan Blake	03/21/2022

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	MetroAccess Shared-Ride: Update	06/21/2022	Christiaan Blake	06/21/2022
	MetroAccess Shared-Ride: Update	07/18/2022	Christiaan Blake	07/18/2022
2019-12	Closed Routes – Impact on MetroAccess On-Time Performance	10/21/19	Committee Discussion	10/21/19
	MetroAccess On-Time Performance	12/16/19	Christiaan Blake	Complete
2019-13	MetroAccess Policies and Procedures: Safety Issue	12/16/19	Christiaan Blake	12/16/19
	Safety Issue - Update: (Rescheduled)	01/21/20	Terrian Williams-Hall	01/21/20
	(Rescheduled)	02/18/20	Terrian Williams-Hall	02/18/20
		03/16/20	Terrian Williams-Hall	03/16/20
	MetroAccess Policies and Procedures: Scheduling Window effective July 1, 2020	05/18/20	Christiaan Blake	Complete
	MetroAccess Policies Review During Inclement Weather	12/21/20	Christiaan Blake, Staff	12/21/20
	MetroAccess Policies: 10-Minute Pre- Arrival Call Discontinued	10/18/21	Committee Discussion	Complete: Discontinue

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	MetroAccess Policies and Procedures: Wait time of an hour for Return Trip	03/20/2023	Christiaan Blake	03/20/2023
2020-01	Accountability for MetroAccess Trips assigned to Taxis	01/21/20	Christiaan Blake	Complete
2020-02	Enhanced Mobility Grants Awarded for MetroAccess Related Projects	02/18/20	Christiaan Blake	Complete
2020-03	COVID – 19 (Corona Virus): Service Impact	04/20/20	Terrian Williams-Hall	04/20/20
	Safety & Service Procedures	05/18/20	Terrian Williams-Hall	Ongoing
	Safety & Service Procedures – Update	06/15/20	Terrian Williams-Hall	06/15/20
	Safety & Service Procedures – Update	07/20/20	Terrian Williams-Hall	07/20/20
	Safety & Service Procedures – Update	09/21/20	Terrian Williams-Hall	09/21/20
	Safety & Service Procedures – Update	3/15/2021	Terrian Williams-Hall	3/15/2021
	Safety and Cleanliness – Update	4/19/2021	Terrian Williams-Hall	4/19/2021
	Safety and Cleanliness – Update	5/17/2021	Terrian Williams-Hall	5/17/2021
	COVID – Positive Drivers, and Contact	01/18/2022	Christiaan Blake	01/18/2022

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	Tracing			
	Face-Mask Policy Update	04/18/2022	Christiaan Blake	04/18/2022
	MetroAccess Shared Ride – Update	04/18/2022	Christiaan Blake	04/18/2022
	MetroAccess Face-Mask Policy – Update	05/16/2022	Christiaan Blake	05/16/2022
	MetroAccess Service Update	07/11/2022	Christiaan Blake	07/11/2022
2020-04	Summer 2020 Platform Project: Eligibility (Temporary) Process	05/18/20	Antoine Johnson	05/18/20
	Shuttle Service Update	06/15/20	David Shaffer	06/15/20
	Eligibility Process Update	06/15/20	Antoine Johnson	06/15/20
	Eligibility Process Update	07/20/20	Antoine Johnson	07/20/20
	Eligibility Requirements Regular Process	10/18/21	Antoine Johnson	10/18/21
	Eligibility Certification Process - Update	05/15/2023	Antoine Johnson	05/15/2023
2020-05	MetroAccess Communication Challenges	10/19/20	Committee Discussion	10/19/20

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	MetroAccess Communication Challenges (Continued)	11/16/20	Committee Discussion	11/16/20
	MetroAccess Communication to Customers	12/21/20	Committee/Staff	12/21/20
2020-06	Metro Website	TBD	TBD	TBD
2020-07	Regional Paratransit Services	12/17/20	STAR – Arlington County Paratransit Service	12/17/20
2021-01	OIG Special Report on MetroAccess	3/1/2021 (AAC)	Christiaan Blake	3/1/2021 (AAC)
	OIG Special Report on MetroAccess - Update	3/15/2021	Christiaan Blake	3/15/2021
2021-02	MetroAccess Ride: Fare Calculation	3/15/2021	OCC Team	3/15/2021
	MetroAccess Flat Fare	4/19/2021	Committee Discussion	4/19/2021
	Flat Fare vs. Fare Calculator	5/17/2021	Christiaan Blake	5/17/2021
	Flat Fare vs. Fare Calculator	6/21/2021	Christiaan Blake	6/21/2021
	MetroAccess Fare Calculator: Questions	09/20/21	Paul Wiedefeld,	09/20/21

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	Answered by the General Manager		General Manager	
	WMATA Budget: MA Fares	12/20/2021	Committee Discussion	12/20/2021
	WMATA Budget: MA Fares	01/18/2022	Committee Discussion	01/18/2022
	MetroAccess Fares	02/22/2022	Christiaan Blake	02/22/2022
	MetroAccess Flat Fare – Update	04/18/2022	Christiaan Blake	04/18/2022
	MetroAccess Fares: Impact of Station Closure	06/06/2022 (AAC)	Christiaan Blake	06/06/2022 (AAC)
	MetroAccess Flat Fares	06/21/2022	Christiaan Blake	06/21/2022
	MetroAccess Fare Cap of \$4.00	04/17/2023	Christiaan Blake	04/17/2023
	MetroAccess Fares – Update	05/15/2023	Christiaan Blake	05/15/2023
	MetroAccess Fares – Update	06/20/2023	Christiaan Blake	06/20/2023
	WMATA Budget FY2025 Presentation	12/04/2023	Marc Irvine, Alex	12/04/2023

Item Number or Action	Description	Meeting Date	Presenter	Status
	<p>WMATA Budget FY2025, Focus MA Service</p> <p>WMATA Budget FY2025: Talking Points</p> <p>WMATA Budget FY2025: MA Impact</p> <p>WMATA Budget FY2025: Communications Plan</p> <p>WMATA Budget FY2025:</p> <p>WMATA Budget FY2025: Board Decision</p>	<p>(AAC) 12/18/2023</p> <p>01/03/2024 (AAC) 01/16/2024</p> <p>02/05/2024 (AAC)</p> <p>02/20/2024</p> <p>05/20/2024</p>	<p>Block Christiaan Blake</p> <p>Committee Discussion Committee Discussion</p> <p>Alex Block, Marc Bowman, Matthew Tingstrom. Committee Discussion</p> <p>Christiaan Blake</p>	<p>(AAC) 12/18/2023</p> <p>01/03/2024 (AAC) 01/16/2024</p> <p>02/05/2024 (AAC)</p> <p>02/20/2024</p> <p>05/20/2024</p>
2021-03	<p>MetroAccess Vehicle Audio and Video Recording</p> <p>MetroAccess Vehicle Audio and Video Recording Discussion</p> <p>MetroAccess Vehicle Audio and Video Recording Discussion, Round Two</p>	<p>4/19/2021</p> <p>5/17/2021</p> <p>6/21/2021 7/19/2021</p>	<p>Christiaan Blake</p> <p>AAC Leadership, Christiaan Blake</p> <p>AAC Leadership, Christiaan Blake</p>	<p>4/19/2021</p> <p>5/17/2021</p> <p>6/21/2021 7/19/2021</p>
2021-04	<p>MetroAccess Service Updates</p>	<p>6/21/2021</p>	<p>Christiaan Blake</p>	<p>6/21/2021</p>

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2022-01	MetroAccess Automated System Adjustment	2/22/2022	Allison Anderson	2/22/2022
2022-02	Transit Accessibility Center: WMATA New DC Headquarter location	2/22/2022	Chris Colbert	2/22/2022
	Transit Accessibility Center: Senior Reduced Fare - Faremedia	7/18/2022	Chris Colbert	7/18/2022
2022-03	MetroAccess ID Cards, New Faregates	2/07/2022 (AAC)	Chris Colbert	2/07/2022 (AAC)
2022-04	MetroAccess Metrics and Statistics	05/16/2022	Chris Blake	05/16/2022
2022-05	MetroAccess Focus Groups	04/18/2022	Paul Semelfort, Chris Blake	04/18/2022
	MetroAccess Focus Groups Quarterly Presentations Discussion	05/16/2022	Paul Semelfort, Chris Blake	05/16/2022
	MetroAccess Focus Groups Quarterly Presentation: Presented	06/21/2022	Chris Blake	06/21/2022
2022-06	MetroAccess Call Center	07/19/2022	Christiaan Blake	07/19/2022
	MetroAccess Call Center – Update	09/19/2022	Christiaan Blake, Terrian Williams-Hall	09/19/2022
	MetroAccess Reservations and Where Is My	05/15/2023	Christiaan Blake,	05/15/2023

Item Number or Action	Description	Meeting Date	Presenter	Status
	Ride Agents		Allison Anderson	
2022-07	MetroAccess Service Area – Silver Line II	10/17/2022	Christiaan Blake	10/17/2022
	MetroAccess Service Area – Silver Line II Update	11/07/2022 11/21/2022	Christiaan Blake Christiaan Blake	11/07/2022 11/21/2022
	MetroAccess Service Area – Silver Line II	09/18/2023	Christiaan Blake	09/18/2023
2022-08	Where is My Ride (WMR) Response Application (App)	10/17/2022	Christiaan Blake	10/17/2022
	WMR Response App Pilot Update	11/21/2022	Christiaan Blake	11/21/2022
	WMR Response App Update	02/21/2023	Christiaan Blake	02/21/2023
	WMR Response App Update	03/20/2023	Christiaan Blake	03/20/2023
	WMR Response App Update	04/17/2023	Christiaan Blake, Paul Semelfort	04/17/2023
	WMR App: Find My Ride	06/20/2023	Christiaan Blake	06/20/2023
2023-01	Six Months Service Plan Update	01/17/2023	Christiaan Blake	01/17/2023
2023-01	MetroAccess Pick-Up Window: Change for Consideration	02/21/2023	Christiaan Blake	02/21/2023

Item Number or Action	Description	Meeting Date	Presenter	Status
	MetroAccess Pick-Up Window Change: Update	03/21/2023	Christiaan Blake	03/21/2023
	MetroAccess Pick-Up Window Change: Update	04/17/2023	Christiaan Blake	04/17/2023
	MetroAccess Pick-Up Window Change: Update	05/15/2023	Christiaan Blake	05/15/2023
	MetroAccess Pick-Up Window Change: Update	06/20/2023	Christiaan Blake	06/20/2023
2023-03	Budget Hearing: Talking Points	02/21/2023	Committee Discussion	02/21/2023
2023-04	MetroAccess EZ Pay	04/17/2023	Allison Anderson	04/17/2023
2023-05	MetroAccess Service Area and Grandfathering	06/20/2023	Christiaan Blake, AAC Members	06/20/2023
	MetroAccess Service Area/Grandfathering	07/17/2023	Christiaan Blake, AAC Members	07/17/2023
	MetroAccess Service Area/Grandfathering	09/18/2023	AAC Members	09/18/2023
	MetroAccess Service Area/Loudoun County, VA	12/18/2023 01/16/2024	Christiaan Blake	12/18/2023 01/16/2024

Item Number or Action	Description	Meeting Date	Presenter	Status
2023-06	MetroAccess Reservations by Phone Discussion MetroAccess Reservations Phone System MetroAccess Reservations Phone System: Update OCC Digital Assistant: Update OCC Digital Assistant: Update	07/17/2023 09/05/2023 09/18/2023 10/10/2023 11/20/2023	Christiaan Blake, Paul Semelfort Terrian Williams-Hall Terrian Williams-Hall Terrian Williams-Hall Terrian Williams-Hall	07/17/2023 09/05/2023 09/18/2023 10/10/2023 11/20/2023
2023-07	Metro/MetroAccess Performance Report	10/16/2023	Jay Westreich	10/16/2023
2023-08	MetroAccess Contract Solicitation	12/18/2023	Christiaan Blake	12/18/2023
2024-01	Non-Dedicated Service	05/20/2024	Christiaan Blake	05/20/2024